

SCHOOL BUS DISPATCHER

Location: Tioga County School District
Classification: Competitive
Salary: To be determined
Adopted: 05/11; Revised 01/20, 08/20, 6/23 Tioga County Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for assisting with the scheduling and timing of bus routes and drivers for a school district. The incumbent will communicate with Bus Drivers, school officials, and parents concerning school bus route matters and applicable student issues. The position is also responsible for maintaining related transportation records for the department. Work is performed under the general supervision of the Director of Transportation and / or his designee in accordance with established policies and procedures. Indirect supervision is exercised over Bus Drivers by observation and reports. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists in scheduling school bus runs; calls substitute drivers as needed, and ensures appropriate buses are dispatched;
- Assists in handling routing and bus stop problems, complaints, and new students within the district;
- Maintains radio contact with drivers to communicate information concerning their work assignments including, daily schedules, run cuts, student matters, pick up and drop off-points;
- Uses a computer terminal to maintain and update records pertaining to routes, mileage, complaints, and number of students transported;
- Receives and responds to complaints concerning transportation services;
- Confers with parents and principals on student behavior problems;
- Checks reports and records for clerical accuracy and completeness;
- Updates and maintain physical departmental files;
- Manages the school bus video system and watches bus video as needed;
- Assists with departmental projects as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the geographic area of the district; good knowledge of safety procedures and traffic laws and regulations; working knowledge of personal computers and Microsoft office products; ability to prepare and maintain accurate records; ability to deal with people under difficult circumstances; ability to follow oral and written directives; ability to speak clearly and effectively; ability to make oral and written reports; ability to efficiently and economically plan vehicle routes; ability to establish and maintain harmonious working relationships between drivers, parents, principals, and children; tact, patience, and dependability; ability to evaluate personnel; mental alertness and accuracy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- a. One (1) year full-time clerical experience or its part-time equivalent which included the scheduling, routing, and assigning of vehicles and drivers in the transit industry or a vehicle transportation business; **or**
- b. Any equivalent combination of training and experience as indicated in (a)