

North Monterey County Unified School District
CLASSIFIED POSITION DESCRIPTION

Position Title: **DISPATCHER-SECRETARY**
Job Family: Transportation
Reports to: Director or Supervisor of Transportation
Salary Level: Range 27
Calendar: Classified 12 Month

SUMMARY:

Under the direction of the Director of Facilities, Maintenance, Operations and Transportation, perform a variety of dispatching and clerical duties in support of student transportation functions; utilize a telephone, routing software/database, and two-way radio to receive transportation requests and information and provide assistance to bus drivers.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform a variety of dispatching in support of student transportation functions; coordinate flow of communications between personnel to ensure proper and timely transportation of students; dispatch drivers per student transportation needs.
- Utilize a telephone and two-way radio to receive routing and transportation requests and information and provide assistance to bus drivers; notify maintenance personnel regarding emergencies and needed repairs.
- Enter and record routing, transportation requests, driver information and school bus data into tracking databases and information management systems; print reports and distribute as requested.
- Establish, organize and coordinate routes, schedules and bus driver assignments; assist bus drivers with directions and routing, scheduling and equipment issues and information related to special education students.
- Implement clerical tasks in support of transportation functions; answer telephones and provide information concerning transportation functions, activities, policies and procedures; take and relay messages as needed; prepare and distribute routine correspondence.
- Compile information and maintain a variety of records related to time sheets, absence verifications, mileage, bus repairs, student counts, field trips, athletics and assigned activities; prepare purchase requisitions, purchase orders and distribute invoices as directed; establish and maintain filing systems.
- Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.
- Communicate with school and District personnel, principals, parents and various outside agencies to exchange information and resolve issues or concerns.

Other Duties:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: high school diploma or equivalent and two years of clerical experience involving frequent public contact.

Licenses and other Requirements

- Valid Class A or B California Commercial Driver license with Passenger Endorsements.
- Valid California School Bus Driver Certificate.

- Valid First Aid Certificate or endorsement by the California Highway Patrol.

Knowledge of:

- School bus operations, including vehicle characteristics and wheelchair equipment modifications.
- Laws, rules and regulations pertaining to buses and pupil transportation.
- District organization, operations, policies and procedures.
- Modern office practices, procedures and equipment.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Operation of a computer and assigned software.
- Record-keeping and filing preparation techniques.
- Telephone techniques and etiquette.

Ability to:

- Perform a variety of dispatching and clerical duties in support of student transportation functions.
- Utilize a telephone and two-way radio to receive transportation requests and information and provide assistance to bus drivers.
- Monitor and maintain District vehicles to ensure safe, efficient, timely and accurate transportation of District students.
- Learn local geography, street locations, important buildings and landmarks of the area.
- Learn policies and objectives of assigned programs and activities.
- Type or input data at an acceptable rate of speed.
- Assist bus drivers with directions and routing, scheduling and equipment issues and information. Maintain records and files.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned software.
- Meet schedules and time lines.
- Maintain a calm demeanor during times of emergency or high stress.

Other Requirements:

- This position shall be part of the random drug testing pool in accordance with current Federal Department of Transportation Regulations and the policy of the District.

DESIRED QUALIFICATIONS:

- Knowledge of applicable sections of the California Education Code pertaining to buses and pupil transportation.
- Ability to communicate orally in Spanish.
- Prior experience as a dispatcher in a fleet environment.

WORKING CONDITIONS:

Work Environment:

- Office/Indoor environment.
- Constant Interruptions.

Physical Demands:

- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read a variety of materials.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching to file materials.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

CSEA and DISTRICT AGREEMENT

CSEA  DATE 6-12-18

DISTRICT  DATE 6/12/18

Board Approved: May 24, 2018