



Job Title: Transportation Dispatcher

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Nonexempt
Reports to: Appropriate Supervisor or Designee
Supervises: Appropriate Staff as required
Pay Grade: Educational Support – 13

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD
JUNE 20, 2017
MALCOLM THOMAS, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this position is to coordinate and maintain effective, responsive communication with all bus operators and transportation personnel. Establish and maintain standards for professional operation of a large dispatch operation.

ESSENTIAL JOB FUNCTIONS

- Performs radio communications with bus operators and other transportation personnel.
- Performs telephone and email communications with Transportation supervisors and District administration.
- Receives and place telephone calls from, to, and on behalf of transportation staff, drivers, school staff, and parents; Initiates action as appropriate.
- Receives requests from bus operators for additional information.
- Locates and relays information.
- Receives and routes nonemergency telephone calls.
- Receives communications reporting incidents and situations of an emergency nature and directs necessary services. Evaluates the nature of reports and take action as appropriate.
- Gathers necessary information from communications to render appropriate assistance.
- Enters information into the computer aided communication system. Retrieves and enters data into computers.
- Maintains and retrieves information from computer and hard copy files.
- Creates and maintains accurate, detailed radio logs, incident, and accident reports, and files.
- Makes decisions within broad guidelines. Deals with difficult, complex situations requiring interpretation and extrapolation of policy and procedure.
- Maintains confidentiality in sensitive matters.
- Notifies other personnel and agencies of emergency situations.
- Responds to questions related to event communication activity.

- Keeps Transportation management and District administration informed of unusual events or accidents.
- Prepares reports as needed and performs clerical and other duties as assigned. - Conforms to safety standards as prescribed.
- May serve as a school bus operator or assistant.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- High school diploma, GED, or equivalent.
- Two (2) years of experience as a School Bus Operator, or one (1) year of experience as a fulltime 911 dispatch operator, or other experience in a fulltime, high volume communications center.
- Familiarity with Escambia County streets and highways.
- An equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
- Must be able to possess and maintain a valid Class B Commercial Driver License; "P" and "S" endorsement and Bus Operator's Certificate mandated by the Department of Education (DOE) preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to display knowledge of principles and practices of transportation safety and suppression.
- Requires the ability to display knowledge of state and federal statutes, rules, regulations, laws, and regulations related to the work.
- Requires the ability to display knowledge of Escambia County roadways.
- Requires the ability to display standard office practices and procedures, including filing and the operation of standard office equipment.
- Requires the ability to perform oral and written communication.
- Requires the ability to display proficient and clear electronic voice communications capability.
- Requires the ability to perform difficult tasks relating to radio communication with hundreds of bus operators.
- Requires the ability to exercise good judgment in addressing emergency and violent circumstances through proper radio assistance to bus operators.
- Requires the ability to use proper judgment in dispatching emergency vehicles or law enforcement to the scene.
- Requires the ability to display general clerical skills.

PHYSICAL DEMANDS

While performing the essential functions of this job the employee is regularly required to work in a typical office setting, use standard office equipment, read printed materials and a computer screen, and communicates in person and over the telephone. Perform detailed work in a highly effective manner, often under highly emotional and stressful conditions. Respond to a variety of personalities in a pleasant, professional manner. Sit for sustained periods, repetitive hand and arm motions, speak, and hear well.

WORKING CONDITIONS

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: