

SCHOOL DISTRICT OF INDIAN RIVER COUNTY

DISPATCHER

JOB DESCRIPTION

QUALIFICATIONS:

- (1) High school or vocational school diploma or equivalent.
- (2) Three (3) years experience driving a school bus and in transportation routing.
- (3) Experience in the use of a two-way radio.
- (4) Satisfactory criminal background check and drug screening.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of county geography and roads. Knowledge of Federal Communications Commission (FCC) communication codes preferred. Excellent customer service skills. Ability to communicate effectively with administrators, bus drivers, school staff and parents. Ability to work effectively with school system staff and parents. Ability to troubleshoot problems and implement corrective action. Knowledge of office procedures and practices. Ability to maintain accurate records. Basic computer skills. Ability to handle emergency situations.

REPORTS TO:

Director of Transportation

JOB GOAL

To maintain accurate records and radio/telephone communications with bus operators and others.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- *(1) Dispatch bus operators and bus assistants via the radio.
- *(2) Receive, respond to and relay radio information.
- *(3) Record leave requests for operators and assistants and assign routes as needed.
- *(4) Transmit instructions and information regarding changes in bus routes, students not attending school, and road closures/detours on a specific route to bus operators.
- *(5) Assist in arranging coverage for routes affected by absent bus operators, mechanical difficulties and/or emergency situations.
- *(6) Assist in maintaining attendance records of the bus operators and assistants as needed.
- *(7) Assist in monitoring assignments of drivers and assistants.
- *(8) Answer phones and route calls.
- *(9) Answer routine office calls related to early or late buses and maintain log.
- *(10) Follow established procedures for emergencies.
- *(11) Transmit emergency information to buses and supervisors on duty.

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- * (12) Use computer routing system to convey student bus stop assignments to concerned parties.
- * (13) Perform routine office duties as necessary.
- * (14) Demonstrate initiative in the performance of assigned duties.

Employee Qualities/Responsibilities

- * (15) Meet and deal effectively with the general public, staff members, administrators and other contact persons using tact and good judgment.
- * (16) Follow attendance, punctuality and other qualities of an appropriate work ethic.
- * (17) Ensure adherence to good safety standards.
- * (18) Maintain confidentiality regarding school/workplace matters.
- * (19) Model and maintain high ethical standards.
- * (20) Maintain expertise in assigned area to fulfill position goals and objectives.
- * (21) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.

Inter/Intra-Agency Communication and Delivery

- * (22) Inform schools of bus number and route number changes.
- * (23) Notify schools regarding late arrivals of buses.
- * (24) Exercise service orientation when working with others.
- * (25) Keep supervisor informed of potential problems or unusual events.
- * (26) Use effective, positive interpersonal communication skills.
- * (27) Respond to inquiries and concerns in a timely manner.

System Support

- * (28) Exhibit interpersonal skills to work as an effective team member.
 - * (29) Follow federal and state laws as well as School Board policies, rules and regulations.
 - * (30) Demonstrate support for the school district and its goals and priorities.
 - * (31) Demonstrate initiative in identifying potential problems or opportunities for improvement.
 - * (32) Prepare or assist in preparing all required reports and maintain all appropriate records.
 - * (33) Participate in cross-training activities as required.
- Perform other tasks consistent with the goals and objectives of this position.

*Essential Performance Responsibilities

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

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TERMS OF EMPLOYMENT:

Support Personnel	Pay Grade 4-6	220 - 250 days worked per year (11 - 12 months)
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EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

DISPATCHER (Continued)