

GUILFORD COUNTY SCHOOLS

JOB TITLE: TRANSPORTATION- ZONE DISPATCHER TRANSPORTATION DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision of the operations supervisor the zone dispatcher orchestrates drivers and assistants for bus routes, and all other day to day zone operations as instructed by the supervisor. Responsible for daily check-in of all bus staff assistants, dispatching of all bus routes ensuring routes are appropriately substituted out and communicated out to all internal and external customers and updated on all necessary communication platforms. Inspects zone parking lot to ensure all buses are accounted. Reviews, distributes and provides critical input on route information when required to ensure a valued service to our customers. Monitors bus radio traffic, assist drivers and assistants with updates as directed by the supervisor. Zone Dispatcher works in accordance with Federal, State, local laws and regulations (e.g., North Carolina Department of Public Instruction; Guilford County Schools (GCS) training, policies and procedures; safety rules and regulations. Employee is also responsible for completing all required reports and communication to the zone supervisor or as directed by the Executive Director. Employee must exercise tact and courtesy in maintaining acceptable relations with parents/guardians of students transported and with school personnel. Reports to a Zone Transportation Supervisor

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Collaborates, interacts with, and communicates with zone supervisor (e.g., route changes, student issues), parents, community, passengers and students using a customer service-oriented approach.

Ensures drivers and assistants are completing pre-trip and post trip inspections in accordance to GCS guidelines to ensure that everything is in working order and all students have unloaded, and reports bus malfunctions or needed repairs to Zone Supervisor & Maintenance.

In the event the assigned school bus is declared unfit for service, performs pre- and post-trip inspections on substitute school bus. The zone dispatcher will assign a sub bus and document.

Serves as the Zone Transportation Supervisor during the incumbent's temporary absence for meetings, approved leaves and professional staff development. In this capacity, is responsible for all Zone Transportation Supervisor duties.

Provides supervision at shuttle points during student exchange to ensure student transfer is conducted in a safe and efficient manner and buses depart the shuttle point safely.

Monitors attendance of school bus drivers and monitors and the timeliness of their operations.

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Notifies schools and parents of expected late buses via Here Comes the Bus.

Reports to the Zone Transportation Supervisor, serves as a backup for daily call outs, communicating out route updates and changes.

Receives personnel and payroll information from school bus drivers and safety assistants for submission to the zone Transportation Supervisor. Assists in compilation of payroll data.

Communicates with bus drivers on schedule changes and weather delays.

Receive telephone messages of intended absences from bus drivers and bus assistants.

Keep accurate daily attendance records for drivers and bus assistants. Prepare, maintain and distribute appropriate records such as the daily attendance report as directed by zone supervisor.

Schedule sub drivers to vacant routes. Assist the zone supervisor with assignment of extra work in accordance with fair and equitable practices. Maintain records of work assigned to document integrity.

Provide critical inputs to the zone supervisor regarding availability of open routes to be covered, coordinate and notify employees of new route assignments.

Documents employee problems and achievements in accordance with Personnel Department procedures.

Responsible for ensuring zone bus list remain current and updated in collaboration with fleet maintenance.

Assigns drivers to spare buses and updates internal and external customer of all necessary bus changes in the event they are needed.

Monitors radios as directed by the supervisor.

Inspects buses on site for cleanliness and ensures proper care of equipment including first aid kits and fire extinguishers. Responsible for monitoring and assisting the inspection team with random checks of our buses.

Distributes materials and information to include time sensitive route changes to employees.

Establish and maintain a fair and equitable driver rotation for assignment of routes if needed.

Assist employees with route related issues. Refer employees to their supervisors for counseling or discipline issues.

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Provide critical support supervisor in resolving accidents/incidents.

Reports suspected child abuse according to GCS Title 9 guidelines.

Participates in random drug and alcohol testing program.

Maintains confidentiality of student information.

ADDITIONAL JOB FUNCTIONS

Performs other Transportation Department duties as assigned.

MINIMUM TRAINING AND EXPERIENCE

Minimum three years' experience as a transportation department employee. Excellent work attendance and performance record with the department. Must be knowledgeable about transportation requirements in support of educational programs

Graduation from high school experience driving school buses which provides the required skills, knowledge and abilities.

SPECIAL REQUIREMENTS

Must possess and maintain a valid North Carolina Class A or Class B Commercial Driver's License with school bus certification.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a school bus. Must be able to quickly decelerate the bus and firmly apply the brake in an emergency situation. Must be able to turn the steering wheel of the vehicle rapidly in an emergency situation. Must be able to begin in a seated position with seat belt fastened, parking brake released, and engine running, secure the bus (parking brake set, key removed), rise from the seat, exit through the rearmost emergency exit, and be in position to assist passengers in exiting the bus within 20 seconds. Must be able to exert up to 50 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Physical demand requirements are for Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

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Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments or directions to assistants or subordinates.

Language Ability: Requires the ability to read work orders, purchase orders, logs, diagrams, blueprints, schematics, etc. Requires the ability to prepare activity logs, department inventory, performance appraisals, reports, etc., according to prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English, and electrical and mechanical terminology.

Numerical Aptitude: Requires the ability to utilize simple mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using hand tools.

Manual Dexterity: Requires the ability to handle a variety of items such as hand tools. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of safe and efficient practices and procedures used in the operation of a school bus.

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Considerable knowledge of traffic laws and school bus regulations.

Considerable knowledge of safety regulations and standards for school buses.

General knowledge of Transportation Department Operating Instructions.

Ability to physically inspect the bus according to Transportation Department Operating Instructions.

Ability to detect and report observable mechanical defects or failures on the school bus.

Ability to complete required reports.

Ability to understand and follow oral and written instructions.

Ability to exercise independent judgment and initiative in applying standards to a variety of work situations.

Ability to exercise tact and courtesy in contact with parents/guardians or students and with school personnel.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Good communication skills, person to person, two-way radio and by telephone. Good communication and customer service skills when dealing with the public.

Knowledge of regulations at Federal, state and local levels pertaining to radio operations.

Ability to prepare notes and maintain records as required

Ability to use word processing and spreadsheet software (Microsoft Word, Excel, Outlook).

Ability to work independently, as well as in a cooperative environment.

Ability to follow and carry out instruction.

Knowledge of city and street system.

Ability to work harmoniously with others.

Avoidance of favoritism or the appearance of favoritism.

Knowledge of GPS, routing and other applicable transportation software as needed.

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DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.