



AUXILIARY POSITION DESCRIPTION

Position: Dispatcher/Trip Coordinator - Transportation Center

Work Schedule: 8 hours per day, 261-days per year
Reports To: Transportation Director/Assistant Director
Evaluation: 90 Days, annually thereafter
Compensation: Auxiliary - Level III

Summary:

Assist in the coordination of daily coverage of routes with the Senior Dispatcher, answer phones, respond to questions/concerns, refer patrons to employees of proper authority, coordinate and organize all district trips and athletic events.

Essential Duties and Responsibilities:

1. Respond to two-way radio calls from bus operators and mechanics.
2. Assist the Senior Dispatcher with the preparation of the daily schedule of bus operators and aides to ensure appropriate coverage.
3. Provide guidance and assist drivers with day to day issues.
4. Maintain daily vehicle assignments.
5. Maintain accurate records of daily activity.
6. Communicate necessary transportation information with schools.
7. Facilitate correspondence to bus operators, schools, and the Educational Service Center.
8. Answer telephone and investigate/respond to questions/concerns from callers.
9. Perform general clerical tasks as needed.
10. Maintain confidentiality when appropriate.
11. Receive trip requests from school or athletic department, schedule trips through trip program, send trip confirmation to school and/or athletic department.
12. Confirm trip requests with drivers and insert appropriate data into the trip program.
13. Ensure all trip information is communicated to transportation dispatch, payroll, school administrators and transportation administrators.
14. Organize buses used on trips, organize keys for weekend trips.
15. Willingness to be trained and certified with a commercial Driver's License (CDL) with a Passenger (P) and School Bus (S) endorsement. This involves passing written and skills tests.
16. Transportation Administration may have additional input in identifying other preferred qualifications and/or appropriate duties that may exceed those described above.

Qualification Requirements:

1. High School Diploma or Equivalent.
2. Experience in school transportation or other related areas of transportation desired.
3. Proficiency with computer software programs, spreadsheets, and routing software.
4. Working knowledge of the corporation geographic layout.
5. Confidential, trustworthy, self-motivated, attentive to details and have the ability to work under pressure and stressful conditions.
6. Able to quickly analyze situations and provide timely solutions.
7. Demonstrate verbal and written communication skills necessary to interact in a professional manner consistent with PHM's philosophy.
8. Willingness to improve job related skills.
9. Expertise in organizational, interpersonal, and customer service skills required.
10. Good time management skills and ability to multitask is required.
11. Excellent work habits and attendance record.
12. Must successfully pass criminal history and child abuse clearances.



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13. Shall remain free of alcohol or non prescribed controlled substance abuse in the workplace throughout his/her employment in the corporation.

Physical Ability ~ Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

- Tasks involve the regular, and at times sustained performance of moderately physically demanding work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, and crawling, and that may involve lifting, carrying, pushing and or pulling of moderately heavy objects and materials (20-50 pounds).

Sensory Requirements ~ All tasks require visual perception and discrimination. Most tasks require oral communications ability.

Environmental Factors ~ The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

- Tasks are regularly performed with potential exposure to adverse environmental conditions, such as temperature and noise extremes, odors, humidity, vibrations, traffic hazards, violence, disease, or pathogenic substances.
- The noise level in the work environment is usually moderate, however the noise level can vary depending upon daily activity, but will still remain within the acceptable noise level range.

Mental Effort ~ Normal concentration/intensity, which includes prolonged mental effort with limited opportunity for breaks. Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

~ When duties and responsibilities change and develop the job description will be reviewed and subject to changes of business necessity ~

The Penn-Harris-Madison School Corporation will provide reasonable accommodations to qualified individuals with disabilities to allow them to perform the essential functions of the job when such individuals request an accommodation.