



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **SCHOOL TRANSPORTATION DISPATCHER**
Jurisdictional Class: Competitive
Civil Division: Schools
Adoption: CSM 10/10/2001
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in a school district and involves responsibility to use a radio to dispatch bus drivers and alert them to changing road conditions concerning the transportation of school students. The work is performed under the supervision of the Head Bus Driver or Transportation Supervisor with leeway allowed for the exercise of independent action in carrying out details of the work in accord with established policy. Additionally, an incumbent may be required to operate a school bus in the absence of a regular driver. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Answers telephone calls and provides information and minor problem resolution for callers;
Assists Transportation Supervisor in helping parents and students with transportation related problems such as walk/ride, bus pick up time, special requests, processing bus stop changes, new students, etc.;
Reports all major complaints or concerns to Supervisor;
Operates radio equipment to dispatch school buses and motorized repair equipment;
Assures that all routes are dispatched;
Monitors FM two-way and citizen band radios concerning the school transportation system and relays messages to bus drivers, repair personnel and school officials;
May drive a school bus in the absence of regular drivers;
Assists Transportation Supervisor or Head Bus Driver in developing effective routes to maintain an efficient transportation program;
Contacts substitute drivers by telephone or in person in the absence of regular drivers;
Gathers information daily from bus on board computers and prints reports for Transportation Supervisor or Head Bus Driver;
Checks buses for compliance with safety laws and district safety guidelines;
Updates transportation information on a microcomputer by manipulation of an alphanumeric keyboard to record, edit, store and retrieve correspondence, reports, and other data;
Assists bus drivers with day-to-day activities such as notifying of additional stops, re-routing information and locating students, etc.;
Provides guidance and instruction on bus assignments and procedures on a day-to-day basis;
May assist in the orientation and training of new school bus drivers;
Prepares a variety of records and reports related to the work.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of operation of two-way radio equipment;
Working knowledge of fleet capabilities;
Ability to perform calmly in emergency or stressful situations;
Ability to understand and follow oral and written directions;
Ability to be decisive, flexible and cooperative;
Ability to use an alphanumeric keyboard to enter and retrieve data from a microcomputer;
Ability to maintain and prepare written and oral reports;
Ability to operate a school bus;
Ability to operate a two-way radio system;
Ability to work independently;
Possession of effective, pleasant, clear, and firm communication skills;
Clerical Aptitude.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and one of the following:

- (A) Two years of driving experience in student transportation and one year of basic computer experience, information processing, or data entry and retrieval; OR
- (B) One year of student transportation dispatching experience and one year of basic computer experience, information processing, or data entry and retrieval; OR
- (C) An equivalent combination of experience and training as outlined by the limits of (A) and (B) above.

SPECIAL REQUIREMENTS:

Possession of the appropriate level New York State Driver's License at time of appointment.

NOTE:

If the position involves the operation of school buses, candidates must satisfy the requirements for School Bus Driver as set forth in the Rules and Regulations of the New York State Commissioner of Education, State Education Law and Vehicle and Traffic Law.