

MONTEREY COUNTY OFFICE OF EDUCATION

DISPATCHER

CLASSIFICATION: Classified
SALARY LEVEL: 34

DEFINITION:

Under general supervision of the Supervisor III, Transportation or designee, the Dispatcher schedules and dispatches vehicles and drivers; performs general clerical and accounting duties; drives a school bus as needed.

SUPERVISOR:

Supervisor III, Transportation

POSITIONS SUPERVISED:

None

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MAJOR DUTIES AND RESPONSIBILITIES:

- Dispatch school bus route assignments
- Maintain transportation staff attendance
- Monitor compliance for school bus driver's hours and report findings to supervisor
- Monitors and updates drivers route sheets and student data files,
- Answer telephones and respond to questions from employees, parents, students, vendors, and others
- Prepares and maintains records and reports as required by the District and the law
- Serves as the first point of contact for public inquiries
- Confers with parents, members of the public, and staff concerning student safety, and other related transportation services matters
- Sorts and disseminates mail
- Utilizes computer application software that includes word processing, database and spreadsheets, and personal communication data devices
- Prepares and analyzes various reports throughout the year
- Assists drivers in reading and interpreting maps and driving directions
- Safely transports school children with disabilities to and from special classes within prescribed routes and time schedules
- Escorts and assists children on and off vehicles while cooperating with staff and parents/guardians
- Maintains control of pupils using methods suitable to the individual pupil needs
- Operates wheelchair ramp and lift; safely and properly secures wheelchairs in the bus
- Conducts safety and operations inspections of assigned vehicle daily, advises on necessary repairs
- Maintains accurate daily records of mileage, drive time, fuel, and oil
- Attends mandatory driver training programs to maintain current knowledge of California Vehicle Code and the Education Code as it applies to the operation of vehicles in the transporting of school children
- Administers first aid and CPR as necessary
- Complies with Monterey County Office of Education Board Policies, Superintendent Policies and Administrative Regulations
- Performs other related duties as assigned

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write clearly, use telephone and business machines; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and to reach over-head; physical mobility sufficient to move about the work environment (office, district, from school or home site-to-site) and drive an automobile; physical strength sufficient to lift sixty (60) pounds; physical stamina sufficient to sit, stand or walk for prolonged periods of time; physical tolerance to be exposed to dust, pollen, chemicals, cleansers, petroleum products (gasoline, diesel fuel, oil); mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Must be eighteen (18) years of age or older
- Any combination of education equivalent to a high school diploma
- 3 years of bus driving experience

Skills and Abilities:

- Keep accurate records
- Interact and maintain cooperative relationships with those contacted within the course of work
- Handle information in a discreet and confidential manner
- Exercise reasonable judgement in unusual circumstances
- Plan, formulate and execute clerical procedures and directives in accordance with assigned duties and office policies
- Utilize and apply the technology of word processing, database, and spreadsheet applications
- Perform mathematical calculations with speed and accuracy
- Communicate in English, clearly and concisely, both orally in writ
- Drive a school bus or other automotive equipment safely and efficiently
- Learn designated bus routes and meet schedules
- Recognize malfunctions in equipment and take appropriate action
- Manage students with disabilities on a school bus
- Work independently under general supervision
- Interact with and maintain cooperative relationships with all levels of staff and the public
- Ability to lift children weighing up to 60 pounds
- Foster and maintain positive relationships with parents/guardians of assigned students
- Learn and execute departmental policies, procedures and directives, in accordance with assigned duties
- Perform under a demanding work environment with the ability to remain flexible and focused during interruptions and distractions
- Communicate effectively in the English language, both orally and in writing
- Understand and be sensitive to those of culturally and linguistically diverse backgrounds
- Maintain accurate, neat, and legible records and reports
- Maintain regular attendance and punctuality
- Set an example of professional appearance and conduct in the workplace
- Work as a team member

Knowledge of:

- Modern office procedures and practices, including filing systems, reception and telephone techniques and letter and reporting writing techniques
- Computer application software that includes word processing, database and spreadsheets, and personal communication data devices
- Safe driving practices

- First-aid practices
- Safety rules and regulations

Desirable Qualifications:

- Experience working with Special Education students
- Proficiency in Spanish or other target language

Licenses and Certifications:

- A valid Class B-P,S California Operator's License
- California Special Driver's certificate issued every five (5) years by the California Highway Patrol
- A valid Medical Certificate
- A valid First Aid and CPR Certificate within 6 months of employment

Available Pay Stipends:

- There is a 5% pay differential for bilingual and bi-literate proficiency in a second language, including Spanish and sign language as certified by MCOE.

Revised: 3-15
(revised 12-10-15)