



Leadership • Collaboration • Support

JOB TITLE: Dispatch Technician

CSEA Salary Schedule, Range 22

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Under supervision of the Transportation Manager, performs a variety of clerical, secretarial, and receptionist duties within an operational unit and/or special program. Plans and maintains regular transportation schedules and routes, and dispatches and assigns busses on special trips as appropriate.

JOB REQUIREMENTS AND QUALIFICATIONS

- Knowledge of efficient office methods and procedures.
- Knowledge of business-level computers and software.
- Knowledge of transportation laws.
- Knowledge of proper English usage, grammar, spelling, punctuation, and vocabulary.
- Knowledge of proper radio transmission.
- Ability to perform work with a high level of independence and accuracy.
- Ability to read and interpret maps.
- Ability to deal with confidential matters such as evaluations, parent/child matters, and driver concerns.
- Ability to perform arithmetical calculations and to apply them to routine fiscal posting and record keeping.
- Ability to understand and follow instructions, both oral and written.
- Ability to establish and maintain effective work relationships with fellow employees, administrators, teachers, clients, and the general public.
- High School diploma or G.E.D. equivalent.

This work consists of clerical and secretarial duties at various levels of complexity. This job is performed at a journey person level within a classification series.

ESSENTIAL DUTIES

- Monitors transportation schedules and routing operations to ensure compliance with service needs and to maximize transportation effectiveness.
- Schedules and dispatches school bus drivers on established routes, midday runs, altered day schedules, route readjustments and related trips.
- Works closely with the Transportation Manager on the development and revision of the routes and stop locations as well as in auditing routes.
- Completes a variety of clerical work, including typing, proofreading, filing, and posting information to records in hard copy and electronically.
- Prepares routes for bidding.
- Plans and maintains timely bus routes and schedules as needed.
- Organizes emergency bus routes and schedules as needed.
- Contacts and assigns substitute drivers as needed.
- Responds to and assists parents and other public inquiries regarding routes, and schedules field trips.
- Maintains up to date route maps and trip sheets
- Answers incoming calls and refers callers to appropriate department.
- Coordinates routine maintenance for buses and vans.
- Maintains files, indexes, calendars, logs, mailing lists, etc., and establishes procedures and forms to maximize efficiency of these record keeping functions.
- Receives, distributes, and dispatches mail, both incoming and outgoing.
- Reviews and verifies columns of figures and names.
- Tabulates and verifies statistical information.
- Arranges materials for typing and reads proof.
- Enters information on cards, forms, and maps.
- Prepares summaries and reports such as Department of Motor Vehicles (DMV) and California Highway Patrol (CHP) records.

- Collects, classifies, and posts information.
- Maintains visible and loose-leaf files, manuals, and catalogs for various reference libraries.
- Maintains inventory logs.
- Orders, stores, and issues supplies.
- Works closely with the Bus Driver Instructor.
- Maintains various CHP records and reports.

MARGINAL DUTIES

- Acts as information source regarding special programs, procedures, or operation unit's functions such as employment opportunities, vocational education programs, etc.
- Performs related duties as required.

SUPERVISION RECEIVED

Employees in this classification receive general supervision within a framework of standard policies and procedures.

SUPERVISION EXERCISED

None

PHYSICAL ACTIVITY REQUIREMENTS

Work Position (Percentage of Time):

Standing (15%) Walking (15%) Sitting (70%)

Body Movement (Frequency):

None (0) Limited (1) Occasional (2) Frequent (3) Very Frequent (4)

Lifting – lbs. (0-40) Lifting (3) Bending (2)

Pushing and/or
Pulling Loads (2) Reaching
Overhead (3) Kneeling or
Squatting (2)

Climbing Stairs (1) Climbing Ladders (1)