

SCHOOL BUS DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This is scheduling work of a moderately complex nature which involves the assignment of school buses and drivers to standard routes. The complexity results from hour to hour substitution of buses due to breakdowns or other need as well as the substitution of drivers for different routes, runs or partial runs according to qualifications, seniority or emergency factors. Answers telephone inquiries and complaints and either resolves or initiates forwarding action and performs clerical duties as required. In addition, both written and road testing of drivers may be done as a certified Examiner, and the incumbent may be required to operate a school bus as needed. The work is performed under the direction of the department supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES:

Prepares bus and driver schedules according to routes;
Maintains lists of availability of buses and drivers on a daily and hourly basis and makes assignments as required;
Arranges for substitute bus or bus and driver rentals as may be necessary;
Answers telephone inquiries and fields complaints from parents, school principals and other concerned parties;
Maintains activity records and prepares reports;
May perform a variety of other clerical processes related to transportation;
May develop bus routes;
May drive a school bus on an as-needed basis;
May, as a certified examiner, administer state required testing of bus drivers.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the geographic area to be served; good knowledge of the personal characteristics of drivers as related to driving skills and ability to handle school children; good knowledge of bus operation and safety practices related to school buses; ability to plan schedules and provide substitute assignments quickly and effectively; ability to maintain records and prepare reports; good physical condition as prescribed by the Commissioner of Education and/or the Commissioner of Motor Vehicles; demonstrated skill in operating, if required, a passenger vehicle used as a school bus; familiarity with the Vehicle and Traffic Law and regulations of the Commissioner of Motor Vehicles and Commissioner of Education as they pertain to pupil transportation.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma; and two (2) years of paid work experience which involved planning vehicle routes, scheduling drivers and dispatching vehicles. Such experience must have included or been supplemented by at least one (1) year of office clerical, record-keeping work experience.

NOTES:

1. If the incumbent is required to drive a school bus, the appointing authority shall have the responsibility for verification of the appropriate driver's license for the vehicle(s) being operated.
2. If examiner duties are required, it shall also be the responsibility of the appointing authority to ensure proper certification as an examiner (as defined by the Department of Motor Vehicle Law, Section 6.16).