

SCHOOL DISTRICT OF ST. JOHNS COUNTY

TRANSPORTATION DISPATCHER

JOB DESCRIPTION

QUALIFICATIONS:

- (1) High School Diploma, General Equivalency Diploma (GED), or equivalent.
- (2) Must have a safe driving history prior to employment, satisfactory criminal background check and drug screening, and maintain the same safe driving record while employed.
- (3) Possess a valid Florida Driver's License appropriate for the vehicle/equipment assigned and maintains the same during employment.
- (4) Possess a valid Florida School Bus Operator's License.
- (5) Three years successful experience as a school bus operator.

KNOWLEDGE, SKILLS AND ABILITIES:

The Transportation Dispatcher must have knowledge of automated transportation routing software, scheduling systems and location identification software. Knowledge of automated field trip request approval, scheduling, driver payroll and school billing system. Knowledge of federal, state and district transportation regulations. Knowledge of Florida school bus transportation procedures and policies. Ability to research, compile and edit information for reports. Ability to follow written and oral instructions. Ability to work independently with minimum supervision and to maintain confidentiality. Ability to establish and maintain effective working relationships with other employees, departments, parents, governmental agencies and the general public.

REPORTS TO:

Dispatch and Routing Coordinator

JOB GOAL

To maintain the effective use of school district transportation resources and personnel, and to provide the safest, most efficient and professional transportation system while delivering transportation services for the entire school community. Each employee of the St. Johns County School Board will model the six pillars (as defined by Character Counts!) of the character education program.

SUPERVISES:

Bus Operator on Assignment

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- * (1) Supervise Assistant Dispatcher and Routing Specialist.
- * (2) Perform required mid-year counseling and annual evaluation of Assistant Dispatcher and Routing Specialist.
- * (3) Coordinate monthly Field Trip Committee meetings.

TRANSPORTATION DISPATCHER (Continued)

- * (4) Provide updated operators' logs to Field Trip Committee.
- * (5) Assign operators and attendants to cover regular bus routes in the event of an emergency or regular attendant's absence.
- * (6) Transmit instructions and identification regarding changes in bus routes, students not attending school, road closures and detours on a specific route to bus operators.
- * (7) Provide guidance to operators as they work with behavior issues with students.
- * (8) Supervise unassigned school bus substitute drivers and unassigned school bus substitute aides.
- * (9) Monitor compliance with bus route schedules.
- * (10) Monitor compliance with federal, state, district regulations and policies.
- * (11) Supervise the assignment of operators to school activity bus routes.
- * (12) Supervise the assignment of operators to school remediation bus routes.
- * (13) Answer questions, receive concerns and provide information to students, parents and staff.
- * (14) Assist in establishing and developing plans for improvement in the efficient operation of transportation services.
- * (15) Determine priority of calls and respond accordingly.
- * (16) Monitor all assigned operators and attendants' absences leave log.
- * (17) Monitor and update all Field Trip agreement forms.
- * (18) Provide a monthly service printout for the Director of Transportation for all Field Trip and activities.

Expectations of All Employees

- * (19) Meet and deal effectively with the general public, staff members, parents, administrators and other contact persons using tact and good judgment.
- * (20) Follow attendance, punctuality, proper dress code and other qualities of an appropriate work ethic.
- * (21) Ensure adherence to good safety standards.
- * (22) Maintain confidentiality regarding school/workplace matters.
- * (23) Model and maintain high ethical standards.
- * (24) Maintain expertise in assigned area to fulfill position goals and objectives.
- * (25) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.
- * (26) Demonstrate initiative in the performance of assigned responsibilities.
- * (27) Each employee of the St. Johns County School Board is charged with the responsibility of being familiar with the Character Counts program and with modeling the characteristics of citizenship, character education and literacy.

Inter/Intra-Agency Communication and Delivery

- * (28) Respond to inquiries and concerns in a timely manner.
- * (29) Screen telephone calls and provide appropriate response to callers.
- * (30) Communicate effectively with parents, staff and administrators.
- * (31) Respond to Field Trip procedure, policy and recordkeeping inquiries.
- * (32) Communicate effectively orally and in writing with District Finance regarding Field Trip payments, operator pay and annual reimbursement status.
- * (33) Ensure bus number changes are provided to schools.

Professional Growth and Improvement

- * (34) Participate successfully in training programs, conferences, and workshops as assigned or appropriate to keep abreast of current practices, programs, legal issues, and character education.

TRANSPORTATION DISPATCHER (Continued)

Systemic Functions

- *(35) Keep supervisor informed of potential problems or unusual events.
- *(36) Follow federal and state laws as well as School Board policies, rules, and regulations.
- *(37) Prepare all required reports and maintain all appropriate records.
- *(38) Represent the District in a positive and professional manner.
- *(39) Develop annual goals and objectives consistent with and in support of District goals and priorities.

Leadership and Strategic Orientation

- *(40) Set high standards and expectations for self and others.
- *(41) Exhibit interpersonal skills to work as an effective team member.
- *(42) Utilize appropriate strategies and problem-solving tools to make decisions regarding planning, utilization of funds, delivering services and evaluation of services provided.
- *(43) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action

Perform other tasks consistent with the goals and objectives of this position.

*Essential Performance Responsibilities

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.
This position may be required to work beyond a 40-hour work week on an as-needed basis.
Classification: Administrative, Managerial, Confidential

EVALUATION:

Performance of this job will be evaluated annually in accordance with provisions of the Board's policy on evaluation of personnel.

POSITION CODE: 78029
Pay Grade: CMGO2

FLSA STATUS: Non-Exempt

BOARD APPROVED: December 2012

REVISED: May 2016
October 2021