

JOB DESCRIPTION

TITLE BILINGUAL TRANSPORTATION DISPATCHER

QUALIFICATIONS

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

Education/ Experience	High school diploma or General Education Development (GED) certificate. One to three months related experience and/or training preferred. Basic computer skills are required (e.g., ability to use email).
Language Skills	Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals in English and a second language. Ability to write routine reports and correspondence. Ability to speak effectively before groups of parents, students or employees of the organization in both English and a second language. Bilingual, Spanish or Creole preferred.
Mathematical Skills	Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
Certificate/License	N/A
Reasoning Ability	Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit. The employee is required to stand and walk; use hands to finger, handle or feel; and reach with hands and arms. The employee occasionally lifts and/or moves up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus. . The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment by the District.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

REPORTS TO Transportation Supervisor

GENERAL RESPONSIBILITIES

1. Provides bilingual communication with department personnel as required. (English and Spanish/or Creole preferred.)
2. Coordinates radio operation within the assigned dispatch office.
3. Utilizes current routing system to obtain student/stop information.

SPECIFIC RESPONSIBILITIES

1. Serves as the primary bilingual communication link with supervisors, drivers, and attendants ensuring professional, courteous communication at all times.
2. Answers telephone questions from parents/school staff regarding enroute status of buses.
3. Updates CCPS Web Page with late bus information.
4. Maintains thorough knowledge of area and bus operations in the assigned terminal.
5. Conducts verbal and visual observation of drivers as they arrive for duty.
6. Notifies supervisor of employee no-shows, lateness, reasonable suspicion of inappropriate conduct or other concerns to the supervisor.
7. Issues keys at the start of routes and reconciles keys at the end of routes.
8. Informs supervisor of current changes to routes and sub driver/attendant status.
9. Assists with assigning substitutes.
10. Notifies substitutes when necessary of work status.
11. Provides information on assigned routes to drivers.
12. Answers drivers' questions via phone or radio or forwards to a supervisor as necessary.
13. Communicates with drivers to answer parent concerns.
14. Notifies drivers about status of riders.

15. Notifies proper emergency services based on information provided by drivers and input from the supervisor on duty or on call.
16. Maintains daily log report of radio contacts and phone calls in general and specifically for ESE.
17. Maintains Daily Absentee Log.
18. Collects DOE pre-trip driver inspections weekly and forwards to respective supervisor.
19. Insures all route updates are inserted in the dispatch route books.
20. Coordinates with Transportation Operations Manager and respective supervisors for after hours / weekend coverage.
21. Receives field trip requests online, via fax or phone from schools and outside entities with valid contracts and coordinates with the supervisor who assigns the trips to drivers. Coordinates notification to the driver. Assigns buses when necessary, provides field trip paperwork, maps, a field trip bag with cell phone and gate keys and contact information to the drivers. Receives field trip paperwork from drivers upon returning from a trip and enters times and mileage into the system, closing the trip in order to be billed.
22. Performs other duties as assigned by supervisor.