

BUS DISPATCHER

DEFINITION

Schedules, dispatches, and assists in planning pupil transportation services; and provides guidance and assistance in related safety, operations, and personnel matters.

TYPICAL DUTIES

- Coordinates the dispatching of buses on an assigned shift when bus operations are interrupted by mechanical breakdown, accident, traffic delay, and other situations that may affect operations within the established time schedules.
- Assigns substitute and stand-by drivers and advises Area Bus Supervisors and their assistants by radio or telephone to prevent interruption of service.
- Advises bus drivers, Area Bus Supervisors, and their assistants in situations not covered by standard rules and procedures.
- Reviews bus trip requests for proper authorization and to ensure that special requirements are met.
- Schedules buses, coordinates parking, and provides cost estimates for bus trip requests from schools, offices, and private organizations.
- Confers with school administrators regarding transportation programs and responds to telephone calls from school personnel and parents concerning student eligibility for school bus transportation, late arrival of buses, complaints concerning bus drivers, and related matters.
- Completes and reviews reports of traffic accidents and mechanical breakdown of buses, student evacuations, and other types of emergencies for completeness and accuracy and takes appropriate action.
- Compiles information for special studies of bus operations as requested by higher-level personnel.
- Coordinates and mobilizes resources to respond to emergency situations.
- Participates in the selection, training, supervision, and evaluation of subordinate staff members.
- May act for a Senior Bus Dispatcher during absences.
- May dispatch buses from District vehicles during emergency situations.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Bus Dispatcher dispatches buses and assists with matters concerning safety, accident reports, public relations, and the collection of data.

A Senior Bus Dispatcher supervises the dispatching of buses and solves problems referred by Bus Dispatchers.

An Area Bus Supervisor supervises student transportation operations for students in an area of the District, recommends that Central Routing Center staff make adjustments in routes, schedules driver assignments as necessary, and works with school and other personnel to resolve student transportation problems and to implement necessary procedures and assistance devices for students with special needs.

SUPERVISION

General supervision is received from a Senior Bus Dispatcher. Supervision is exercised over assigned clerical staff. Work direction is exercised over transportation staff such as Area Bus Supervisors and Assistant Area Bus Supervisors.

CLASS QUALIFICATIONS

Knowledge of:

- Rules, regulations, and policies of the District, the California Highway Patrol, the California Motor Vehicle Code, the California Education Code, and Los Angeles City and County ordinances relating to student transportation
- Geographic areas of the District, location of schools and other facilities, and average driving time between points at different times of the day
- Correct two-way radio communication regulations and techniques
- Labor relations policies and procedures, performance evaluations, grievances, employee discipline, and training
- Microsoft Excel, Outlook, and Word, District applications such as Welligent, FileNet, and Global Positioning System to access student, staff, and route information

Ability to:

- Multi-task and work under pressure of emergencies with frequent interruptions
- Determine cost of special requests for bus trips based on time and mileage
- Supervise and coordinate the work of others
- Correspond with and maintain effective relationships with school administrators, parents, and the public
- Utilize a computer workstation with Microsoft operating systems

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in motor vehicle regulations and safety.

Experience:

Four years of experience as a bus driver including at least two years as a District Light or Heavy Bus Driver. Two years of supervisory experience, preferably in coordination of bus transportation for an area. Completion of the Los Angeles Unified School District's Organizational Excellence Branch's Exceptional Supervisor Certificate Program I or completion of a course of at least 30 hours in supervision at an adult school or recognized college or university may be substituted for one year of the required supervisory experience.

Special:

A valid California Driver License.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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JPK