

SCHOOL BUS DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This is work of a moderately complex nature which involves responsibility for scheduling bus assignments and efficiently maintaining a system of bus routing in a school transportation system. The incumbent may also perform duties pertaining to the operation of a transportation system, including record-keeping, resolving complaints, occasional driving, etc. Depending on the organizational structure of the school district, incumbents may be required to obtain certification as an Examiner from the New York State Department of Motor Vehicles in order to provide bus driver testing and examination functions in accordance with the provisions of Article 19-A of the Vehicle and Traffic Law. The work is performed under the direction of an Assistant Director or Director of School Transportation or a higher-level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Prepares bus and driver schedules according to routes and ensures timely departures and arrivals;
Conducts reviews and studies of bus routes to determine route changes;
Uses routing computer software to schedule routes/stops;
Transmits and receives messages via a two-way radio system to communicate with bus drivers;
Determines alternate routes when necessary due to road conditions or other circumstances;
Arranges for substitute bus drivers;
Responds to inquiries and handles 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 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 bus operation and safety practices related to school buses; working knowledge of Vehicle and Traffic Law and regulations of the Commissioner of Motor Vehicles and Commissioner of Education as they pertain to pupil transportation; working knowledge of the operation of a two-way radio; ability to plan schedules and provide substitute assignments quickly and effectively; ability to maintain records and prepare reports; ability to get along well with others; demonstrated skill in operating, if required, a passenger vehicle used as a school bus.

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.

SPECIAL REQUIREMENTS:

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, which may be checked throughout the course of employment in this title.
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 applicable rules and regulations of the New York State Department of Motor Vehicles).
3. May be required to be in good physical health as prescribed by the Commissioner of Education and/or the Commissioner of Motor Vehicles if driving duties are required.

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Competitive

11.01.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.