

SENIOR BUS DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for dispatching, maintaining databases and keeping accurate records in a transportation office. An incumbent in this position is responsible for performing routine dispatch and clerical work including creating and maintaining several computer program databases in accordance with established procedures. The incumbent may perform minor building and vehicle maintenance tasks as needed. The class of Senior Bus Dispatcher is different than the class of Bus Dispatcher by virtue of the fact that a Senior Bus Dispatcher is responsible for supervising and training bus drivers/dispatchers in the daily operation of dispatching and disseminating information to staff. Work is performed under the general supervision of a higher level employee with leeway allowed in the performance of work details. An incumbent is responsible for supervising bus driver and dispatch personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representatives examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Supervises the dispatching of and/or dispatches buses for demand response requests, traffic problems, accidents, and other related transportation issues;

Schedules the cleaning, servicing and maintenance of school buses, vans and other equipment;

Answers the telephone to take requests for transportation services and/or offers information to dispatchers as requested;

Assists supervisor in defining bus routes and preparing bus driver schedules and assignments;

Operates and maintains two way radio equipment (and other communication equipment) relaying messages to drivers and responding to driver requests for assistance;

Maintains daily dispatch records of customer complaints, bus maintenance, notes, driver information, requested pick ups, mileage, routes, times and incidents;

Notifies staff of school delays and closings due to inclement weather and contacts local radio stations to broadcast announcement;

Reports vehicle accidents to appropriate supervisor;

Participates in Safety Transportation Meetings, workshop, training and staff development activities;

Schedules school bus driver and bus monitor/aide trainings as required by the New York State Department of Motor Vehicle and State Education Department regulations;

Coordinates long term storage and sale of surplus equipment;

Creates maps and directions to and from destinations for daily runs and field trips;

Prepares purchase orders for expenditures, reviews transportation related invoices and prepares for payment;

Keeps record of monies spent on parts and maintenance of buses;

Prepares payroll time sheets and weekly attendance reports for the department;

Maintains various databases relevant to the position and prepares reports as needed;

May perform minor building or vehicle maintenance tasks;

May perform other duties as assigned by the immediate supervisor.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and operation of modern communication systems; working knowledge of local geography and roads; working knowledge of transportation systems; ability to remain calm in emergency situations; ability to deal effectively with the public; ability to understand and follow oral and written instructions; ability to prepare narrative reports; ability to supervise the work of others; ability to organize and maintain accurate records and files; ability to express oneself clearly over radio, on the telephone or in person; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and three (3) years of dispatch experience involving the operation of modern communication systems, two (2) years of which must have included clerical and computer database record keeping experience in a transportation office responsible for the operation of fleet vehicles and public transit.

Special Requirement: Possession of valid CDL B license with passenger endorsement and 19A qualifiable at the time of appointment.

ULSTER COUNTY
6028 SR BS DISP
Classification: Competitive
Grade: 12
Union: CSEA

Adopted: November 5, 2001
Revised: January 15, 2004
Grade reallocated: January 1, 2023