

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE JOB
DESCRIPTION**

Job Title: Routing/Dispatch Assistant

Department: Transportation

Grade H
H.P.D. 8
D.P.Y. 260

Job Description

Date Reviewed: July 2023

Reports To: Student Fleet Supervisor

Purpose of Job

The purpose of this job is to include assisting in dispatching duties, support the Student Transportation Department of the Clarksville-Montgomery County School System. Duties and responsibilities include data entry, telephone reception, report preparation and the filing of transportation reports to include file maintenance. Creates, prepares, and distributes materials for the Transportation Fleet.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supports and monitors over 375 school bus drivers, bus aides/monitors, substitute aides and substitute bus drivers. Assists in Dispatch with the transport of over 29,000+ students to and from school facilities daily. Receives telephone calls from parents, drivers, school administrative staff and the public. Provides information on all pupil transportation data such as bus route, bus stops, and school zoning, etc.

Dispatch Buses and Operates radio control center in the absence of Dispatcher. During dispatch hours responsible to notify, update, and close all accident/incident or student related emergencies via email and school messenger to COO, Senior Leadership team, Level Directors, Student Transportation Manager, Principals, and Parents.

Responsible for notifying Bus Drivers, Sub Drivers, and Bus Aides/Monitors on daily bus assignments, after assigned by the Fleet Supervisor either electronically or by phone.

Responsible for viewing daily and documenting all bus coverage for field/athletic trips using trip planner. Notifies the Student Transportation Manager of any cancelations or driver replacements. Obtains and maintains accurate weekly schedule for substitute drivers. Provides Sub aides/monitors at all complexes to the Fleet Supervisor no later than Thursday.

Responsible for covering switchboard for the Administrative Assistant at Operations Complex, as required.

Responsible for maintaining and entering data statistics monthly for all late buses in the On Time Performance spreadsheet used for the Key Performance Indicator (KPI) report.

Prepare and type correspondence, memos, lists, reports, etc. as needed; sorts and distributes mail.

Monitors six radio channels, working with our transportation staff in support of lost children, closed roads, vehicle accidents, weather conditions, etc.

Must maintain a Commercial Driver's License (CDL) with passenger and school bus endorsements, annual DOT, and operate a school bus transporting students to and from school as needed.

Supports Transportation Department during the event of an emergency school closings and provide instructions to school bus drivers, sub drivers, bus aides, sub bus aides and monitors listed on the Transportation Department directory. Continuously informs the Student Transportation Manger on the fleet status.

Effective and efficiently use technological equipment. Required to understand and use various software programs such as Dispatch Depot, Viewfinder, Microsoft Word, Excel, PowerPoint, trip Planner, GPS, 911 Traffic Software, School Messenger, and StopFinder.

Reviews and updates all information when preparing Principal packets for Principals and delivers packets before the opening of the next school year.

Prepares bus driver and bus aide/monitor folders for the upcoming school year.

Prepares the required state report for the 40-day student ridership count.

Assists Fleet Supervisor with after school programs, to include clearing all buses, and notifying all schools that students have been safely delivered.

Assists with ground support and driver scheduling of Convocation, as well as preparing the materials for the annual career day.

Responsible to prepare the end of day email, which includes the status of the fleet, daily safety tip, accident/incident, and all trip buses out for the evening.

Works with routers maintaining files, copies of updated completed routes, distributes completed copy of routes to the appropriate assigned complexes.

Collects all school parking maps, post them on boards at each complex, and place them in all dispatch books.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma (or Equivalent) required, with one to three years of general office experience; or any equivalent combination of education, training and experience, which provides the requisite knowledge, skills, and abilities for this job. . Must possess a Commercial Driver's License (CDL) with a passenger (P) and school bus (S) endorsement.

KNOWLEDGE OF JOB

Has general knowledge of the policies, procedures, and activities of the School System, transportation, and general office practices as they pertain to the performance of duties relating to the job of Routing/Dispatch Assistant. Has general knowledge of transportation and general office practices as necessary in the completion of daily responsibilities. Knows how to develop an administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational and human relations skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Hs comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:**

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 40 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date