

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: TRANSPORTATION SCHEDULER

BASIC FUNCTION:

Under the direction of the Manager, Transportation, schedule transportation for special education and other assigned students between home, school and various community locations; develop and arrange bus routes and stops to meet student needs.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Schedule transportation for special education and other assigned students between home, school and various community locations; prepare monthly calendars; adjust routes and schedules to enhance timeliness and efficiency of transportation activities; resolve related issues and conflicts.

Develop and arrange bus routes and stops to meet student needs; review, verify and adjust schedules in response to school district calendars, address changes, student transfers, school schedule changes, student needs, new students and service requests; review, process and prepare route consolidations.

Serve as a liaison between the County Office, bus contractor, parents, staff, faculty, students and others concerning transportation functions; research, investigate and resolve parent, teacher, contractor and student transportation issues, complaints and conflicts in a proper and timely manner.

Utilize a computerized bus routing and scheduling system; input and extract a variety of student, routing and scheduling data; initiate queries, manipulate data and generate computerized routes, consolidations and schedules.

Compile information and prepare and maintain various records, reports and files related to pick-ups, drop-offs, students, attendance, accidents, calendars, contractors, late buses, staff planning, consolidations, cancellations and assigned activities; prepare and process various forms.

Prepare, verify and generate monthly billings for transportation charges as assigned; calculate and determine appropriate contractor payments.

Communicate with parents, personnel, school districts and various outside agencies to exchange information and resolve issues or concerns related to student transportation, scheduling and routing; initiate and receive telephone calls.

Coordinate scheduling and routing changes with contractors; contact contractors concerning student pick-ups and late buses.

Modify schedules and generate re-cap sheets in response to staff planning days as assigned; conduct field

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checks of new areas as needed; provide input concerning the canceling of buses to enhance cost-effectiveness as directed.

Receive and respond to complaints concerning student behavior issues; research related incidents and recommend appropriate disciplinary actions such as bus suspensions and warnings in accordance with established policies.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Attend and participate in various meetings and in-services as required.

Serve as an informational resource concerning student transportation functions; respond to inquiries and provide information concerning related routes, schedules, standards, requirements, practices, policies and procedures.

Research and arrange for individuals to receive students in the absence of parents as needed.

Assist in coordinating response to emergency transportation situations as directed.

Develop and arrange bus routes for field trips and special events as needed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- General principles and practices of student transportation.
- Scheduling and routing of student transportation activities.
- Applicable traffic and student transportation laws, codes and regulations.
- Problems and concerns of students with special needs.
- Basic principles of efficient and economical bus routing techniques.
- Modern office practices, procedures and equipment.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Record-keeping and report preparation techniques.
- Telephone techniques and etiquette.

ABILITY TO:

- Schedule transportation for special education and other assigned students between home, school and various community locations.
- Develop and arrange bus routes and stops to meet student needs.

Assist in assuring timeliness and efficiency of transportation activities.
Review, verify and adjust schedules in response to school district calendars, address changes, student transfers, school schedule changes, student needs, new students and service requests.
Review, process and prepare route consolidations.
Utilize a computerized system to generate routes, consolidations and schedules.
Resolve transportation issues and conflicts.
Understand and follow oral and written instructions.
Interpret, apply and explain transportation laws, codes, rules, regulations, policies and procedures.
Prepare and maintain a variety of records and reports.
Operate a computer and assigned software.
Meet schedules and time lines.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years transportation scheduling, dispatching or related experience including work with computer systems.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information in person and on the telephone.
Sitting for extended periods of time.