

**Job Title: TRANSPORTATION OPERATIONS AND
ROUTING COORDINATOR**

Wage/Hour Status: N/A

**Reports to: ASSISTANT DIRECTOR
OF TRANSPORTATION**

**Pay : \$16.77 hourly min
\$24.65 hourly max**

Dept. /School: TRANSPORTATION

PRIMARY PURPOSE: Set priorities and take initiative to ensure an even work flow and provide necessary support to the Transportation Supervisor in his/her responsibilities and coordinate the daily operations of the dispatch and main office.

QUALIFICATIONS:

- Education / Certification:**
1. High School Diploma or GED
 2. Eligible for certification as a Secretary I or II
 3. Must have an acceptable driving record according to Texas Education Agency Standards
 4. TAPT Certification Preferred
 5. Transfinder Certification preferred

Special Knowledge/Skills:

1. Intimate knowledge of personal computers and associated software
2. Proficient map reading skills
3. Proficient skills in typing, computer operations, and file maintenance
4. Effective communication and interpersonal skills
5. Expertise with telecommunications equipment (including two way radios)

Experience:

1. 2-5 years comparable experience
2. Two years dispatching experience or related transportation field preferred
3. Experience with Transfinder preferred

Major Responsibilities and Duties:

1. Maintain and operate the transportation routing and trip program.
2. Perform assigned administrative functions related to the routing and trip program.

3. Assign all field trips to drivers
4. Coordinate the daily operations of the main transportation office with drivers, monitors and other district staff.
5. Perform secretarial duties for transportation supervisor if needed and for the ISD Police Dept.
6. Answer telephone courteously, take messages, type reports as needed.
7. Perform administrative and/or dispatch services in support of the operations of the transportation center.
8. Seek to maintain an efficient, effective and congenial dispatch office.
9. Assist and ensure all bus routes and established schedules are maintained.
10. Dispatch for the Transportation and ISD Police daily operations.
11. Greet and assist all customers, or direct the customer to the appropriate person.
12. Ensure that information provided to customers is accurate and consistent.
13. Report discrepancies for turnarounds, roads, bridges, trees and railroad crossings to the appropriate entities.
14. Communicate with parents, school personnel and the general public in regards to routes and schedules.
15. Communicate pertinent information to regular and substitute drivers.
16. Ensure all routes are covered due to absenteeism or driver unavailable due to field trips.
17. Assist drivers and monitors with true time and computer issues as needed.
18. Input data into the RTA maintenance program for the shop foreman.
19. Dispatch personnel to accidents, breakdowns and emergencies.
20. Ensure proper procedures are followed in the event of an emergency by coordinating the event from the dispatch office.
21. Perform the emergency call out procedures when authorized by school administrators or ISD Police Department.
22. Back up transportation secretary as needed.
23. Use a positive approach when answering the telephone, and utilize active listening techniques in all customer interactions.
24. Use documented techniques to diffuse angry customers.

25. Genuinely attempt to satisfy the needs of the customers.
26. Treat any person new to the office or building as a customer, giving directions and/or explanations as needed.
27. Answer all questions proposed by customers with complete explanations.
28. Work as a team player in the department/assignment and in the building.
29. Give attention to details in written and oral reporting.
30. Use initiative to improve office area or products by making suggestions to supervisor.
31. Use initiative to assume responsibility for routine tasks identified by supervisor.
32. Organize, update and maintain filing system that allows for easy access by department employees.
33. Recognize trouble spots and keep supervisor informed.
34. Meet deadlines in completing tasks.
35. Demonstrate evidence of good computer skills.
36. Demonstrate proficiency in oral and written English.
37. Display tolerance necessary for accepting supervision for and criticism of job performance.
38. Work in harmony with supervisory, faculty, and peer personnel.
39. Use professional information discreetly and judiciously.
40. Keep informed of and comply with state and department policies and regulations concerning primary job functions.
41. Support and follow administrative and board policy.
42. Represent the school system to the community in a positive, professional way.
43. Maintain a sincere, friendly attitude toward patrons.
44. Perform other duties as assigned.

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Maintain emotional control under stress. Work with constant interruptions. Perform multiple tasks simultaneously. Use of hands, light lifting (at least 25 lbs.), pushing, reaching, stooping, bending, and kneeling. Operation of motor vehicle. Works outside & inside; work around moving vehicles; constant noise; exposure to fumes, smoke, gasoline, diesel, chemicals, dust; slippery or uneven walk surfaces.

Terms of Employment:

Work year established by the Board; salary according to current schedule.

Evaluation:

Performance of this job will be evaluated annually.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____ Date

Reviewed by _____ Date