

Job Title: TRANSPORTATION ROUTING AND OPERATIONS SUPERVISOR **Wage/Hour Status:**
\$21.40/hr (min)
\$30.16/hr (max)

Reports to: TRANSPORTATION DIRECTOR **Pay Grade:** AUX 6

Dept. /School: TRANSPORTATION **Date Revised:** 2018

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

QUALIFICATIONS:

- Education / Certification:**
1. High School Diploma or GED
 2. Bachelors Degree preferred
 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. Previous supervisory experience in transportation or comparable field preferred

Major Responsibilities and Duties:

1. Coordinate the daily operations of the main transportation office with drivers, monitors and other district staff.
2. Maintain accurate routes, route descriptions, registrations and field trips utilizing Transfinder software.
3. Supervise Dispatchers.
4. Supervise other department personnel in the absence of the Director or Assistant Director.
5. Oversee the training and use of Transfinder by dispatchers.
6. Coordinate the courteous answering of telephones, message taking, and 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. Oversee the dispatch office related to Transportation daily operations.
11. Oversee the greeting and directing of office visitors.
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. Input data into the RTA maintenance program as needed for shop supervisor.
18. Oversee the dispatching of personnel to accidents, breakdowns and emergencies.
19. Ensure proper procedures are followed in the event of an emergency by coordinating the event from the dispatch office.

20. Perform the emergency call out procedures when authorized by school administrators or ISD Police Department.
21. Routinely monitor that dispatch personnel are using a positive approach when answering the telephone, and utilizing active listening techniques in all customer interactions.
22. Facilitate the use of documented techniques to diffuse angry customers.
23. Genuinely attempt to satisfy the needs of the customers.
24. Treat any person new to the office or building as a customer, giving directions and/or explanations as needed.
25. Answer all questions proposed by customers with complete explanations.
26. Work as a team player in the department/assignment and in the building.
27. Give attention to details in written and oral reporting.
28. Use initiative to improve office area or products by making suggestions to Director.
29. Use initiative to assume responsibility for routine tasks identified by Director.
30. Organize, update and maintain filing system that allows for easy access by department employees.
31. Recognize trouble spots and keep Director informed.
32. Meet deadlines in completing tasks.
33. Demonstrate evidence of good computer skills.
34. Demonstrate proficiency in oral and written English.
35. Display tolerance necessary for accepting supervision for and criticism of job performance.
36. Work in harmony with Director, Assistant Director, faculty, and peer personnel.
37. Use professional information discreetly and judiciously.
38. Keep informed of and comply with state and department policies and regulations concerning primary job functions.
39. Support and follow administrative and board policy.
40. Represent the school system to the community in a positive, professional way.
41. Maintain a sincere, friendly attitude toward patrons.
42. 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