

## SENIOR BUS DISPATCHER

### DEFINITION

Supervises the scheduling and dispatching of District and contractor buses. Coordinates bus dispatch communications and emergency response operations for the District and contract busing.

### TYPICAL DUTIES

Supervises dispatch office personnel and reviews decisions made by Bus Dispatchers to ensure student safety.  
Makes decisions during emergencies that may affect bus services.  
Supervises the maintenance of files and records, preparation of correspondence and reports, and scheduling of trip requests.  
Plans and coordinates bus transportation and parking in connection with special events and emergency situations.  
Reviews requests for curricular and extra-curricular bus trips for legality; schedules and dispatches buses to pickup points to avoid interruption of bus services; and provides costs, time, and mileage estimates for special trips.  
Confers with and advises administrators regarding bus transportation programs and answers calls concerning eligibility for school bus transportation, late arrival of buses, complaints concerning bus drivers, and other matters.  
Gives directions to Bus Dispatchers, Area Bus Supervisors and their assistants, and bus drivers in situations not covered by standard operating rules and procedures.  
Compiles information for special studies of bus operations as requested for budgetary or service level analysis.  
Ensures efficient use of the call management system by recording information from calls and compiling data.  
Monitors incoming telephonic traffic and modifies staffing to reduce wait time for callers.  
May review data trends to minimize the disruption of service and bus driver and contractor absences.  
May consult with the Deputy Director of Transportation on disciplinary cases and accident reports.  
Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Senior Bus Dispatcher supervises the dispatching of buses and solves problems referred by Bus Dispatchers.

A Deputy Director of Transportation assists the Director of Transportation in the direction and supervision of the Transportation Services Division and acts for the Director in his/her absence as directed.

A Bus Dispatcher dispatches buses and assists with matters concerning safety, accident reports, public relations, and the collection of data.

### SUPERVISION

General direction is received from the Deputy Director of Transportation or the Director of Transportation. General supervision is exercised over Bus Dispatchers, and assigned clerical staff. Work direction is exercised over Transportation staff such as Area Bus Supervisors and Assistant Area Bus Supervisors.

## CLASS QUALIFICATIONS

### Knowledge of:

Rules, regulations, and policies of the District, the California Highway Patrol, the California Motor Vehicle Code, the California Education Code, and the Los Angeles City and County ordinances relating to student transportation  
Geographic areas of the District, location of schools and other facilities, and average driving time between points at different times of the day  
Correct two-way radio communication regulations and techniques  
Labor relations policies and procedures, performance evaluations, grievances, employee discipline, and training  
Microsoft Excel, Outlook, and Word  
Bus Operations mainframe and District applications such as Welligent, FileNet, and Global Positioning System to access student, staff, and route information  
Bus specifications, types, and uses

### Ability to:

Work under pressure of emergencies with frequent interruptions while meeting deadlines  
Supervise and coordinate the work of others  
Correspond with and maintain effective relations with school administrators, parents, and the public  
Utilize a computer workstation with Microsoft operating systems

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university with a bachelor's degree in transportation, public or business administration, or related subject. Additional qualifying experience may be substituted for the required education on a year-for-year basis provided that the requirement of a high school diploma or equivalent is met.

### Experience:

Three years of supervisory experience in student transportation operations of the District or in public or student busing programs for a fleet of at least 50 buses with a passenger capacity of 10 or more. Dispatch or transportation planning experience is preferable.

### Special:

A valid California Driver License.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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JPK