



Job Title: Transportation Communication Specialist

Department: Transportation

Reports To: Director of Transportation

Grade: TS-5

Number of Days: 12 Months

Security Access: All transportation areas, terminals (East, West, North and South) Buildings (Main, A, B, C, D, and E)

Current Date: April 14, 2016

Overtime Status: Non-Exempt

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day:

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community
- **Joy:** Joy at school and at work makes us more productive, because when we create, innovate and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task or concept and experiencing breakthrough moments.

Position Summary: Performs a wide variety of critical and essential communications & Customer Service duties, to include receiving emergency and non-emergency transportation calls for assistance, addressing immediate transportation challenges such as bus breakdowns, service issues, trip issues, driver issues, parent/community concerns either by phone and radio.

Minimum Qualifications:

- HS Graduate or GED.

- Must possess or willing to obtain a commercial driver's license, (CDL) class B with passenger and air brake endorsements and a state of Oklahoma
- School Bus Driver Certificate.
- Current drivers to be considered must not have had a preventable school bus accident, no disciplinary action within the last 12 months, positive attendance record (no unscheduled/unapproved absences within the last 12 months)
- Minimum of one year bus driving experience, exceptions may only be granted by the Director of Transportation or his/her designee.

Responsibilities and Essential Functions: The following duties are representative of performance expectations.

- On a daily basis opens/closes dispatch office.
- Interacts daily with drivers, monitors and maintenance employees to ensure service requirements and obligations are met.
- Monitors on-time performance.
- Communicates route assignments, emergency situations, accidents, breakdowns or any other event that will disrupt service to the customer.
- Keep all route copies up to date and maintain all files.
- Keep a communications log.
- Handle customer complaints, take reports of late buses, breakdowns, accidents and report to proper individual to prevent interruption of service, log complaints/incidents.
- Coordinates with school official to insure safe, efficient and timely pupil transportation services.
- Inform manager of any communications, personnel, of incidents that may be (or become) problem areas and effect the daily operations.
- Maintains or ensures that a master list of all routes and trips is maintained, including: A current file or set of files on each route; Information needed to describe the route and its component parts (contract, program, school, map, assigned vehicle, list of passengers with addresses and telephone numbers, assigned buses, assigned drivers.
- Assists driver with routing directions and communicates special service requirements.
- Maintains current list of all available cover drivers and spare vehicles.
- Coordinates emergency response network when there is a problem on a route.
- Submits required reports and paperwork to the Manager in a timely fashion.
- Reports all major problems and/or irregularities to the manager.
- Encourages compliance with district policies and processes. Discusses any breach of policy and procedure noted with supervisor.
- Coordinates vehicle service schedules with Maintenance Supervisor to assure uninterrupted service.
- Notifies the District/school of all changes in route assignments, emergency situations, accidents, breakdowns or any other event that will disrupt service.

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Keyboarding experience mandatory.
- Ability to utilize a computer keyboard and to utilize word processing for records is necessary.
- Interpersonal skills necessary to handle high stress volumes of calls.

- Ability to multi-task by listening to radio transmissions, answer telephones and observe GPS, Complaint software simultaneously.

Supervisory Responsibility: Give direction to drivers on a daily basis

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Standard office environment

Tulsa Public Schools is an equal opportunity employer and does not discriminate against persons because of age, race, color, creed, religion, disability, gender, ethnic or national origin, or veteran status. Tulsa Public Schools prohibits discrimination against individuals with disabilities and will reasonably accommodate applicants with a disability, upon request, and will also ensure reasonable accommodation for employees with disabilities.