

SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE:	Transportation Information Clerk	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Transportation Services	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	SALARY GRADE:	028 OTBS
REVISED:	October 22, 2001		

BASIC FUNCTION:

Receive, record, respond to and forward telephone calls regarding transportation operations; perform a variety of general office clerical duties in support of dispatch operations; operates on-line computer systems to input and retrieve data, and maintain various activity records.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

E = Essential Functions

Receive and respond to transportation operations phone traffic; receives, monitors, records and forwards dispatch and scheduling inquiries concerning transportation operations. **E**

Contact parents, schools, and contract carriers regarding operational problems. **E**

Record daily trip status, assist in operations dispatch and information center. **E**

Monitor and record driver attendance, record status of daily bus trips and notifies parents and schools of unscheduled changes to bus service. **E**

Assist in maintaining route manifest logs; assist dispatchers in notifying drivers of changes in assignments. **E**

Operate standard office equipment including computers and related software applications. **E**

Receive, sort, and code data entry documents,

May assist in mapping student data; collect, tabulate, develop, prepare and maintain various logs, lists, schedules, forms, reports, and files.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training, experience, and/or education equivalent to: one year of recent full-time or equivalent part-time, paid office clerical experience; experience in bus operations and procedures in a school district or with a public or large contract carrier is desirable.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Reading and writing English communication skills.
Customer service techniques used during telephone calls.

ABILITY TO:

Rapidly learn pupil transportation procedures.
Rapidly learn map reading.
Work with frequent interruptions and respond quickly and accurately to telephone calls.
Use good judgment, tact, and skill in responding to questions, complaints, or problems related to transportation of pupils.
Keyboard at a net corrected speed of 25 words per minute.
Operate standard office equipment including microcomputers and related software applications.
Maintain effective communications and working relationships with the public and district staff.
Plan and organize work.
Meet schedules and time lines.
Maintain records.
Read, apply, and explain rules, regulations, policies, and procedures.

WORKING CONDITIONS:

ENVIRONMENT:

Office setting, high noise levels with continuous telephone calls.

PHYSICAL REQUIREMENTS:

Hearing and speaking to exchange information; seeing to perform assigned duties; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

Revised 3.30.04—PeopleSoft
Job Code 6025
JM