



JOB TITLE	DEPARTMENT	REPORTS TO
Transportation Call Center Specialist	Transportation	Transportation Call Center Manager

Position No: 78021	Length of Work Year: 12 Months
Salary Schedule: C27	Date Approved: 12/12/17
FSLA: Non-exempt	Date Revised:

JOB GOAL
To assist in maintaining and updating technology applications used by the department including but not limited to routing, GPS, field trip and fleet software. Creating mass communications to parents and schools involving transportation delays. Compile and provide data to internal and external customers. Assist Call Center Manager with monitoring call volume.

MINIMUM QUALIFICATIONS
<ol style="list-style-type: none"> 1. High school diploma or equivalent. 2. Minimum of three (3) years experience in software operations and support, electronic mapping and routing software maintenance, and website/social media operations. 3. Excellent communication skills. 4. Willingness to work flexible schedule. 5. Ability to perform the functions of the position.

DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. Maintain up to date information on substitute buses in district's software packages. 2. Create mass notifications to parents and schools for delays in transportation. 3. Monitor incoming call volume and alerts management appropriately. 4. Send/Receive messages to buses through Mobile Data Terminals. 5. Update the Transportation Department's social media on transportation delays. 6. Monitor electronic vehicle maintenance alerts and forward as appropriate. 7. Produce tracking histories and other reports as requested by management 8. Maintain electronic message boards and make radio announcements as needed. 9. Answer calls and provide accurate, timely information to callers. 10. Assist manager with data entry in Skyward and other software systems. 11. Perform assigned tasks in a timely and efficient manner. 12. Perform assigned tasks with a high standard of quality. 13. Perform other duties as assigned.

Special Requirement: This position will be assigned a split shift, with an early morning component and an afternoon component, for a total of 8 hours per day.

PHYSICAL DEMAND CLASS:
Light (L) - Frequent lifting and carrying of objects weighing 10 pounds or less. Infrequent lifting and carrying of objects weighing 11-35 pounds. Frequent walking and/or standing is required to carry out duties.