Operations Manager / Dispatcher Role Description

POSITION:
Operations Manager / Dispatcher

PURPOSE:
- To provide operational leadership to the Operations staff and Driver team.
- To manage the coordination of drivers, vehicles and routes to provide responsive service to our customers.
- To ensure the efficient and consistent scheduling of bus runs.
- To coordinate drivers, vehicles and routes to provide responsive service to our customers.

EXPECTED OUTCOMES:
- Improve customer satisfaction
- Provide hands on support to operations staff to ensure team is productive and work collaboratively with others
- Provide support to driver team to ensure they deliver excellent service to our customers

KEY RESPONSIBILITIES:
- Build and lead execution of the following plans:
  1. Contract Compliance Plan
  2. Business Plan Objectives
  3. Customer Activity Calendar
  4. Community Relations Activity Calendar
  5. Staff Engagement Activity Calendar
  6. Driver Engagement Activity Calendar
- Manage day to day operations of the site
- Coach and develop the operations team
- Encourage and recognize superior performance
- Handle performance concerns
- Prioritize and delegate short term tasks and objectives
KEY RESPONSIBILITIES:

- Follow up on assigned tasks and duties
- Ensure policies are being applied in a fair and consistent manner
- Resolve all matters relating to Drivers in a fair and expedient manner
- Manage and oversee driver payroll. Ensure payroll reconciliation completed daily
- Manage driver payroll budget
- Manager Staff and Driver Engagement Activity budget
- Provide on-going assistance to schools regarding general transportation issues
- Regularly visit schools to determine transportation needs and level of satisfaction
- Liaise between schools, boards and drivers
- Follow “Dispatch and Debrief Checklist”
- Contact drivers who are unable to drive their route, secure spare drivers or buses and notify schools as per specific Consortium contract requirements
- Liaise with drivers and the maintenance department to arrange spare vehicles and ensure repairs are completed to vehicles
- Liaise with parents to confirm vehicle and route schedule and stops, if required as per specific Consortium contract requirements
- Provide supportive radio communications with drivers during the route time
- Maintain a daily book off sheet/monthly calendar, to include all driver approved book off dates and reasons
- Record all driver route substitutions for AM & PM & Noon routes on Dispatch sheet daily
- Notify drivers of route changes such as new stops
- Follow and complete “Accident Response – Dispatcher’s Check List”, in the event of an accident
- Keep the Dispatch Board updated
- Record all requested and approved driver wage other time on the Dispatch sheet as it occurs, with start time and end time i.e. route extras, errands, shuttles, service etc.
- Review Dispatch sheet payroll with Operations Manager for sign off
- Complete Payroll Spreadsheet (note: in a large site, the office administrator may hold this responsibility)
- As items are entered into the Payroll spreadsheet, item is checked off on dispatch sheet (note: in a large site, the office administrator may hold this responsibility)
- Verify the departure and return of drivers and vehicles on charter trips
REQUIRED SKILLS, KNOWLEDGE, AND ATTITUDE:

- Nurture, support and encourage operational staff and drivers
- Read and respond to the needs of the Transportation departments, schools and parents
- Build caring and supportive relationships
- Interview and hire operational staff and drivers
- Provide performance feedback
- Mediate conflict
- Know how to set priorities
- Know how to monitor performance
- Know how to build a team
- Know how to create and implement procedures
- Know how to gain commitment from staff and drivers
- Decision making that supports the company strategy
- Delegate of tasks and follow up for completion
- Create a team environment
- Conduct meetings
- Know what is important and set priorities
- Coach staff, train staff, counsel staff
- Communicate effectively