



Job Title: Dispatcher (PM)

Exemption Status/Test: Non-Exempt

Reports to: Director of Transportation

Date Revised: October, 2015

Dept. /School: Transportation Department

Primary Purpose:

Ensure the safe and efficient transportation of students and employees by effective scheduling of vehicles and assimilation of information to appropriate personnel.

Qualifications:

Education/Certification:

High School Diploma or GED

Must have a clear and valid Texas Commercial Driver's License with Passenger (P) and School Bus (S) endorsements

Annual physical examination

Satisfactory annual driver's license and criminal history checks

Successful completion of all state and local training courses

Must be at least 21 years of age

Experience:

Minimum of three (3) years' experience as a certified school bus driver

Special Knowledge/Skills:

Ability to operate a school bus

Proficient skills in keyboarding, data entry, work processing and file maintenance

Ability to work under pressure and prioritize effectively while maintaining composure and responding in an appropriate manner

Effective telephone, radio and communication skills

Ability to receive and give written and verbal instructions effectively

Ability to read and understand documents including policies and procedures manuals

Ability to pass alcohol and drug tests and annual physical

Proficient map reading skills

Proficient skills in operating a personal computer utilizing Microsoft Office applications

Major Responsibilities and Duties:

Supervision

1. Make decisions affecting the assignments of substitute drivers, substitute aides, bus route changes and vehicle substitutes for each morning and afternoon shift.
2. Evaluate information received and make temporary adjustments to student bus assignments and/or re-routing of buses to avoid congested traffic areas or to solve student delivery problems (overcrowding, discipline or timing).

Communication

3. Receive and record driver and attendance absence calls.
4. Answer, record and route internal and external telephone calls.
5. Monitor and respond to two-way radio communications.
6. Monitor, record and respond appropriately to emergency calls and situations.
7. Record, copy, file and distribute route information, instructions, bulletins, notices, memos and messages to staff and drivers.

Administration

8. Report all accidents to proper authorities with required information.
9. Maintain all required physical and computerized logs, worksheets, files and reports related to dispatch operations.
10. Coordinate the response effort in the event of a breakdown or accident.
11. Assist in assigning vehicles for administrative trips as requested and approved.
12. Assist in maintaining key control inventory.
13. Maintain confidentiality of information.
14. Follow all rules and directives for bus drivers when substituting on a bus route.
15. Perform other duties and assist in all special projects as assigned in a timely manner.
16. Assist in coordinating substitute aide assignments.
17. Assist in coordination of spare bus assignments with the field trip dispatcher, mechanics and supervisor on duty.

Supervisory Responsibilities

Supervise assigned routes and drivers.

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard office equipment including personal computer and peripherals; radio communication equipment

Posture: Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting

Motion: Repetitive hand motions; frequent keyboarding and use of mouse; occasional reaching

Lifting: Occasional light lifting and carrying (less than 15 pounds)

Environment: May work prolonged or irregular; occasional districtwide travel

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.