

The Transportation Dispatcher works a daily split schedule and is responsible for support of transportation operations during the peak transportation schedule. Responsibilities include but are not limited to; daily route coverage, direction and support via 2-way radio to all driving groups, providing general customer service to parents, school staff and general community members. This position is responsible for daily processing of general clerical work as it pertains to the needs of the department. Duties include, answering phones, face to face interaction with employees, updating transportation databases in real time that inform staff and community of ongoing changes that may impact routes. The dispatcher works alongside the Transportation Systems Technician and Transportation Systems Specialist as an integral part of the daily operations team.

Chain of Command

The Transportation Dispatcher works under the supervision of a Transportation Supervisor and reports to the Director of Transportation and Facilities.

Competencies of the Transportation Dispatcher

- Exceptional verbal communications skills including 2-Way communication
- Strong organizational and time management skills
- Knowledge of relevant federal, state, and local laws, as pertaining to public education/transportation, fleet practices, techniques and safety procedures
- Proficiency with various technology systems (i.e. Microsoft products, Google Suite, Versatrans, Geotab,)

Essential Duties of the Transportation Dispatcher

- As assigned, manages Transportation technology systems, including daily route assignments and GPS changes/updates. Conducts on-going communication to support school transportation personnel and manages and adjusts route assignments as needed to ensure daily success.
- As assigned, collects electronic and hard copy files, compiles and analyzes data in working spreadsheets and databases necessary to support transportation operations.
- As assigned, incumbents may work in conjunction with the Supervisor making work assignments and determining work completion.
- Performs other duties of a similar nature and level as assigned.

Minimum Qualifications

High School Diploma or GED and two years of experience performing related dispatching, communication and organizational duties; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing/Certification Requirements

- AZ Driver's License;
- Arizona IVP Fingerprint Clearance Card;
- CPR Certificate with AED;
- First Aid Certificate

Date Revised

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