



# SERVICE WORKER

## TRANSPORTATION DISPATCHER

### JOB DESCRIPTION

**JOB TITLE:** Service Worker - Transportation Dispatcher  
**REPORTS TO:** Supervisor of Transportation  
**LOCATION:** Education Support Services

**FLSA STATUS:** Non-Exempt  
**PAY GRADE:** CLS-12  
**DAYS:** 215  
**JOB ID & DATE:** CLS-65, October 2023

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#### **JOB PURPOSE SUMMARY**

The Dispatcher assumes a pivotal role in the efficient coordination of daily school bus transportation operations. This position involves optimizing route assignments, bus schedules, and communication with bus drivers, parents, and school staff. The Dispatcher ensures the safe and timely transportation of students while maintaining accurate records and implementing safety measures in alignment with district policies and state regulations. This role is instrumental in fostering a seamless and secure school bus transportation system, emphasizing student safety and the delivery of exceptional service.

#### **REQUIREMENTS**

##### Education Level Details

A high school diploma or equivalent.

##### License / Certification Required

A valid commercial driver's license (CDL) with appropriate endorsements, or the ability to obtain one

##### Work Experience Required

Prior experience in a transportation or dispatch role is preferred

##### Other Skills and Abilities Required

Strong organizational and multitasking skills.

Proficiency in computer systems and dispatch software.

Effective communication skills for coordination with bus drivers, school staff, and parents.

Knowledge of safety protocols and regulations related to school bus transportation.

#### **KEY FUNCTIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES**

##### Essential Duties

- Oversee the daily dispatching of school buses, including assigning routes, coordinating bus schedules, and responding to unforeseen events or disruptions in service.
- Communicate with bus drivers, providing route instructions and addressing any issues or emergencies that may arise during transportation.
- Maintain accurate records of bus schedules, routes, and driver assignments, ensuring compliance with district policies and safety regulations.

- Collaborate with the transportation department to optimize bus routes, schedules, and stop locations, taking into account student safety and efficiency.
- Respond to inquiries and concerns from parents and school staff regarding bus transportation, providing timely and accurate information.
- Monitor the progress of bus routes and track the location of buses using GPS and other dispatching tools.
- Coordinate the maintenance and repair of school buses, including scheduling service appointments and ensuring vehicle readiness.
- Assist in the procurement of replacement parts and materials for buses and maintain an organized inventory of spare parts.

Other

- Perform other job-related duties as assigned

**SUPERVISORY RESPONSIBILITIES**

This position does not have direct supervisory responsibilities but may provide guidance to bus drivers during their routes.

**PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

The physical demands, work environment factors and mental functions described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**Physical Demands:** While performing the duties of this job, the employee may be required to sit for extended periods, use a computer, and perform tasks that involve typing and data entry. The employee must occasionally lift and/or move up to 40 pounds.

**Work Environment:** While performing the duties of this job, the School Bus Dispatcher will primarily work in an office environment. The employee may be required to work evenings and weekends to address transportation-related issues or emergencies.

**Mental Functions:** While performing the duties of this job, the employee is regularly required to communicate, compare, analyze, coordinate, instruct, evaluate, and use interpersonal skills. Occasionally required to compile, copy, compute, and negotiate, with a focus on managing transportation operations and addressing service disruptions.

Employee Printed Name: \_\_\_\_\_

Employee ID Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_