Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Dispatcher**	FLSA Status:	**Non-Exempt**
Job Family:	**Transportation**	Pay Range:	**TP45H**
Prepared/Revised Date:	**June 27, 2025**	Job Code:	**50401**

SUMMARY: Responsible for maintaining bus schedules through the timely assignment of personnel and equipment. Manage and direct communication within the Transportation Department and provide immediate support for operators and paraprofessionals on student transportation issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Operate multiple line telephone system, two-way radio, and multiple software programs. Uphold appropriate radio protocol and procedures in accordance with district policy and Federal Communication Commission (FCC) regulations.
2. Ensure all bus routes are driven at the proper times and with appropriate personnel and equipment. Create daily duty plan and assign routes electronically.
3. Maintain daily activity logs, including phone calls and assignments. Keep weekly reports and records and process operator paperwork. Maintain office and operator/para mailboxes and route binders.
4. Relay pertinent information to all bus operators/paras regarding student cancellations and road/weather conditions.
5. Contact and schedule substitute bus operators and paraprofessional for routes and activity trips when necessary.
6. Provide information to appropriate supervisors regarding employee absences, tardiness, last minute assignments of personnel and buses, accidents, and late arrivals to bus stops and/or schools.
7. Support multi-function vehicle assignment and routes as needed.
8. Assist local law enforcement and emergency agencies when applicable.
9. Support Activities Scheduler by communicating information and updates to activity trip bus operators/paras regarding time changes, destinations, and cancellations.
10. May substitute as a bus operator or para when needed.
11. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent with one or more years of experience in the operation of buses required
- Bus driving experience within Poudre School District preferred
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Be at least 21 years old and obtain a Commercial Driver's License (CDL) Class B with P2 and S endorsement required within 60 days of hire
- First Aid certification required within 60 days of hire
- Must meet District driver insurability requirements
- Must attend reasonable suspicion training according to federal regulations

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Math and accounting skills
- Customer service and public relations skills
- Critical thinking and problem solving skills
- Bilingual oral and written communication skills desirable
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability and willingness to be on call and/or respond to calls 24/7
- Knowledge of local, state and federal laws, and Poudre School District and Transportation Department policies and procedures
- Knowledge of applicable FCC regulations for two-way radio communication
- Ability to function in a high stress environment, multi-task, and react quickly to emergency situations
- Knowledge of district bus routes and the ability to assign appropriate personnel to cover routes based on abilities and certifications
- Strong geographical knowledge of Poudre School District and surrounding areas
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Transportation Operations Manager	
Direct reports:	This job has no direct supervisory responsibilities.	

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; and assisting with addressing complaints and resolving problems
- Responsible for supervising the behavior and well-being of students while loading, transporting, and unloading from the bus

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy				X
Coordinate				X
Instruct				X
Compute				X
Synthesize				X
Evaluate				X
Interpersonal Skills				X
Compile				X
Negotiate				X

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)			X	
Extreme heat (non-weather)			X	
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X

VISION DEMANDS:	Required
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	