JOB DESCRIPTION

POSITION TITLE: Dispatcher, Transportation  
JOB CODE: 464D

DIVISION: Operational Support  
SALARY SCHEDULE: Transportation

DEPARTMENT: Transportation  
WORK DAYS: 188

REPORTS TO: Associate Director, Transportation  
PAY GRADE: Dispatcher (NE06)

FLSA: Non-Exempt  
PAY FREQUENCY: Monthly

PRIMARY FUNCTION: Under direction of the Route Supervisor, assists in routing, scheduling, and assigning bus driver personnel; answers questions and records actions; responds to emergency telephone requests as appropriate, referring to appropriate supervisor as needed; operates both public and private two-way communication systems; maintains computerized records and files related to the transportation program.

REQUIREMENTS:

1. Educational Level: High School Diploma or GED
2. Certification/License Required: Valid Georgia Driver’s License
3. Experience: 2 years in pupil transportation, general office or dispatch experience preferred
4. Physical Activities: Required to stand and sit for prolonged periods; may be confined to work station during peak periods daily; exposed to high noise levels from 2-way radio and telephones
5. Knowledge, Skills, & Abilities: Written and oral communication; ability to multi-task in a fast paced work environment, meet deadlines; people oriented; computer skills including experience with MS Office; ability to learn/use computerized routing and GPS/AVL software

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1. Demonstrates prompt and regular attendance; work hours are a split shift and may vary during the school year.
2. Dispatches buses to appropriate routes in cases of absence, break downs, accidents, etc
3. Maintains records of assigned drivers’ absenteeism
4. Maintains records for all phone calls and problems with bus routes.
5. Communicates bus changes to schools.
6. Responds to public in a cordial, courteous manner; answer telephones; relay messages.
7. Works under limited supervision using standardized operations practices and/or methods.
8. Dispatches orders; relays messages and special instructions to drivers/monitors.
9. Coordinates calls to appropriate personnel and notifies appropriate personnel during accidents and/or emergencies.
10. Attends Safety and Training meetings as requested.
11. Performs other duties as assigned by appropriate administrator.

Signature of Employee ____________________________ Date __________________

Signature of Supervisor ____________________________ Date __________________