

Dispatcher – Transportation

Job Description



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| Job Title: | Dispatcher - Transportation | FLSA: | Nonexempt |
| Reports to: | Executive Director of Transportation | Pay Grade: | 3410A / 3402A |
| Dept./School: | Transportation Department | Calendar Days: | 226 |
| | | Revised: | 5.26.2023 |

Primary Purpose

Dispatch drivers and buses. Monitor and respond to two-way radio communications. Answer, record, and route telephone calls. Record absentee calls and assign substitutes.

Qualifications

Education/Certification:

- High School Diploma or GED
- Some college or technical school preferred
- Possess or obtain within 90 days of employment a Class B commercial driver's license with passenger (P) and school bus (S) endorsements
- Possess the certification or complete the School Bus Driver Training Certification Course within 180 days of employment
- Possess or acquire immediately a Medical Examiner's Certificate for commercial driver medical certification
- Possess or acquire a clear to drive from Aldine ISD's Training Academy within 90 days of employment
- Pass Department of Transportation pre-employment drug and alcohol test
- Be eligible for coverage under the district's vehicle insurance program

Special Knowledge/Skills:

- Ability to use maps and Global Positioning Systems (GPS) to follow routes and locate addresses
- Ability to read and understand documents including policies and procedures manuals
- Ability to receive and give written and verbal instructions
- Excellent organizational, communication, and interpersonal skills

Experience:

- Two (2) years of experience as a certified school bus driver

Major Responsibilities and Duties

Dispatch

1. Dispatch drivers and vehicles on a daily basis.
2. Monitor and respond to two-way radio communications.
3. Receive, record, and report driver and bus monitor absence calls.
4. Assign substitute drivers and monitors for morning and afternoon shifts as needed.

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5. Respond to driver requests for assistance and dispatch tow trucks, emergency services, and additional equipment as needed.
6. Process requests for extracurricular transportation and arrange for drivers and appropriate equipment as needed.

Other

7. Follow all District and Transportation Department Policies and Procedures.
8. Compile, maintain, and file all logs, worksheets, files, and reports related to dispatch operations.
9. Serve as substitute bus driver as needed.
10. Perform other duties as assigned.

Supervisory Responsibilities

None

Evaluation

The Transportation Dispatcher's evaluation will be conducted in collaboration with the Director of Transportation. An evaluation shall be completed in writing at least once during the course of each school year.

Work Environment

Tools/Equipment Used: Standard office equipment including computer and peripherals; two-way radio; global positioning system (GPS); school bus; safety equipment including but not limited to flares, reflective signs, and fire extinguisher

Posture: Prolonged sitting; frequent standing and twisting; occasional kneeling/squatting, bending, stooping, and pushing/pulling

Motion: Repetitive hand motions; frequent keyboarding and use of mouse; prolonged driving; moderate walking, climbing stairs, grasping/squeezing, wrist flexion/extension, and reaching

Lifting: Limited light lifting and carrying (less than 15 pounds) on a daily basis

Environment: Frequent exposure to extreme hot and cold temperatures, noise, and vehicle fumes; work early shift; may work irregular and prolonged hours

Mental Demands: 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 responsibilities and duties that may be assigned or skills that may be required.