



Job Title: Transportation Dispatcher

Exemption Status/Test: Exempt

Reports to: Lead Dispatcher

Date Revised: October 2025

Dept. /School: Transportation

Pay Grade: MT06

Primary Purpose:

Coordinate and oversee the efficient and safe daily operation of student transportation services by dispatching school buses, communicating with drivers, monitoring routes, and ensuring compliance with district policies and state regulations. Serve as the primary point of contact for drivers, school administrators, and parents to facilitate timely and effective student transportation services.

Qualifications:

Education/Certification:

- High school diploma or equivalent
- Possess or able to obtain a Texas Class B CDL with P and S endorsements in 40 days
- Texas school bus driver training certificate preferred
- Ability to pass DOT physical examination and alcohol/drug test
- Satisfactory annual driver's license and criminal history checks
- Must be at least 21 years of age
- Bilingual in English/Spanish preferred
- Texas school bus driver training certificate preferred

Experience:

- Minimum two (2) years of experience as a certified school bus driver **OR**
- Minimum of one (1) year of dispatch experience with commercial vehicles

Special Knowledge/Skills:

- Effective telephone, two-way radio, and communication skills
- Proficient skills in keyboarding, data entry, word processing, and file maintenance
- Ability to work under pressure and prioritize effectively while maintaining composure and responding in an appropriate manner
- Ability to receive and give written and verbal instructions quickly and efficiently
- Ability to read and understand documents, including policies and procedures manuals
- Proficient map and route reading skills
- Proficient skills in operating a personal computer, utilizing Microsoft Office applications
- Ability to learn Transportation Department applications and operate at a proficient level
- Ability to operate a school bus

Major Responsibilities and Duties

1. Make decisions affecting the assignments of substitute drivers, substitute monitors, bus route changes, and vehicle substitutes for each morning and afternoon shift.
2. As required, coordinate driver/monitor substitutions with Operations Supervisor for best allocation of resources.
3. Evaluate the information received and make temporary adjustments to the rerouting of buses to avoid congested traffic areas or to solve student delivery problems (e.g., overcrowding, discipline, timing, etc.).



4. Receive and record driver absence calls.
5. Answer, record, and route internal and external telephone calls.
6. Receive school administrator or parent calls regarding students and respond as appropriate.
7. Monitor and respond effectively and efficiently with two-way radio communications.
8. Monitor, record, and respond appropriately to emergency calls and situations.
9. Communicate politely, professionally, and clearly with parents, school administrators, security, and bus drivers.
10. Report all accidents to the proper department staff and authorities with the required information.
11. Maintain all required physical and computerized logs, worksheets, files, and reports related to dispatch operations.
12. Coordinate the response effort in the event of a breakdown or accident.
13. Assist in assigning vehicles for administrative trips as requested and approved.
14. Assist in maintaining key control inventory.
15. Maintain confidentiality of information.
16. Follow all rules and directives for bus drivers when substituting on a bus route.
17. Assist in coordinating substitute aide assignments.
18. Assist in coordination of spare bus assignments with the field trip dispatcher, mechanics, and supervisor on duty.
19. Perform all other duties as assigned.

Supervisory Responsibilities:

None

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard office equipment such as personal computers and peripherals; radio communication equipment

Posture: Prolonged sitting, occasional bending/stooping, pushing, pulling, and twisting

Motion: Repetitive hand motions, frequent keyboarding, and use of mouse; occasional reaching

Lifting: Occasional light lifting and carrying (less than 15 pounds)

Environment: May work prolonged or irregular hours; occasional district-wide travel

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

This document describes the general purpose and responsibilities assigned to this job. It is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by _____ Date _____

Received by _____ Date _____