



## Dispatcher- Transportation Job Description

**JOB TITLE:** Dispatcher-Transportation  
**DATE REVISED:** April 23, 2025  
**REPORTS TO:** Operations Supervisor of Transportation  
**DEPARTMENT/CAMPUS:** Dispatch: Transportation  
**PAY GRADE/DUTY DAYS:** MT5, 210  
**FLSA:** Non-Exempt

### JOB PURPOSE SUMMARY:

This position is responsible for the coordination and communication of daily transportation operations, including dispatching drivers, managing route coverage, and addressing service concerns. The Transportation Dispatcher ensures that buses operate on schedule and in compliance with safety and district policies.

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

#### ***Dispatch and Operations***

1. Oversee the timely departure of all routes and ensure drivers leave on schedule.
2. Assign auxiliary drivers to cover absences, assist with new driver training, or support routes facing issues.
3. Dispatch drivers and vehicles using telephone and two-way radio communication systems.
4. Maintain a detailed and accurate logbook of all two-way radio transmissions.
5. Coordinate and adjust routes for early dismissals and other scheduling needs.

#### ***Support and Coordination:***

1. Complete attendance slips and ensure signatures from returning drivers and attendants.
2. Assist coaches and staff with trip tickets and bus key distribution.
3. Maintain route books for auxiliary drivers to ensure accurate and updated assignments. Maintain confidentiality of student, staff, and operational records at all times.

#### ***Customer Service and Communication:***

1. Respond to and address concerns and complaints from students, parents, and staff related to drivers, buses, routes, or safety issues.
2. Communicate effectively and professionally with internal and external stakeholders.

#### ***Emergency Response and Safety:***

1. Contact emergency personnel when needed and provide drivers with timely guidance in emergency situations.
2. Follow established protocols for incident reporting and safety procedures.

#### ***General Duties***

1. Perform other duties as assigned by the Director of Transportation or designee.
2. Demonstrate support toward the District's Shared Vision, Mission, and Promise 2 Purpose.
3. Attend department meetings and training as required.
4. Maintain emotional control under stress and perform duties with a high level of professionalism.
5. Serve as a substitute bus driver as needed to ensure uninterrupted transportation services.



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### MINIMUM EDUCATION, EXPERIENCE & CREDENTIAL REQUIREMENTS

- High school diploma or GED
- Previous experience in dispatch or transportation preferred
- Ability to effectively manage multiple tasks and communications simultaneously
- Valid Texas driver's license in good standing
- Active, Valid, and In Good Standing Texas Commercial Driver's License (CDL) or ability to obtain within 90 days.

### CORE KNOWLEDGE, SKILLS & ABILITIES:

**Multi-Tasking:** Effectively handles simultaneous demands and maintains focus during dynamic situations.

**Communication:** Clearly conveys information over the radio and in-person to various stakeholders.

**Organization:** Maintains records, schedules, and documentation in an orderly and accessible manner.

**Problem Solving:** Responds quickly and appropriately to route issues and operational concerns.

**Confidentiality:** Understands and adheres to the importance of maintaining private and sensitive information

### PHYSICAL REQUIREMENTS & WORKING CONDITIONS:

This position requires frequent sitting, use of a two-way radio, and computer work. There may be occasional walking, bending, and reaching. Work is primarily indoors with early morning and late shift coverage required. The environment includes moderate noise from communication equipment. Adherence to safety protocols and procedures is essential. Occasional outdoor tasks and driving of district vehicles may be required.

### EMPLOYEE ACKNOWLEDGEMENT:

My signature below acknowledges that I have received and read my job description, and that I understand the scope, essential job duties, knowledge, skills, and abilities, and working environment that apply to my job. I further acknowledge that I can safely and effectively perform the essential job duties with or without reasonable accommodation, and in accordance with the policies, procedures, expectations, and standards of the District.

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

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

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

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