



DISPATCHER LEAD

Rev. July 2025

Job No.: 708

Reports to: Senior Director, Transportation

Dept./Campus: Transportation

FLSA Status: Non-exempt

Pay Grade: 708

Term: 232 Days

PRIMARY PURPOSE

To provide support to the dispatch team by training all dispatchers to consistently assign open routes, handle any problems at any transportation terminal that may arise with the dispatch team. Provide clear and concise communication between the Dispatch team and the Director of Transportation.

MAJOR RESPONSIBILITIES AND DUTIES

- Main assigner all open routes with the collaboration of opening dispatchers.
- Train dispatch team on how to assign open routes in order to have one consistent process.
- Lead all dispatch related activities and initiatives.
- Assign all alternates to routes.
- Assign Alternates' schedules for all terminals.
- Keep track of downed buses and confirm assignments of sub buses.
- Oversee document community communication system.
- Oversee traffic hazards notices and findings for all Transportation locations.
- Point of Contact for campuses administration on emergency route changes, or accidents.
- Point of Contact to Transportation Administration regarding all emergencies and accidents and Follow guidance given by directors in such matters.
- Collaborate with Safety & Training on accidents management process, inclement weather procedures, and other related district emergencies.
- Build and cultivate relationships with departmental leadership and staff.
- Build and cultivate relationships with campus personnel to provide accurate communication.
- Hold regular training meetings.
- Attend and participate in all relevant department meetings.
- Provide appropriate responses to parent complaints.
- Document SOPs for all dispatch offices to work from
- Monitor bus radio traffic and etiquette.
- Demonstrates regular and prompt attendance.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Supervises dispatchers.

GENERAL QUALIFICATION GUIDELINES

Education/Certification/Experience:

- Graduation from an accredited high school or GED.
- Minimum of 3 years of previous dispatch experience required.
- Valid Texas Class "B" Commercial Driver's License with Passenger & School Bus endorsements
- Driving record must meet State point requirements.
- Driving record must meet district standard for driving district vehicles.
- TAPT Specialist certification preferred.
- Experience in office management or transportation logistics preferred.

All LISD employees are expected to maintain an extreme degree of confidentiality by following the *Family Educational Rights and Privacy Act (FERPA)* for student information and the *Health Insurance Portability and Accountability Act of 1996 (HIPAA)* for employee and student information.

Knowledge/Skills/Abilities:

- Knowledge of the roads; subdivisions; campuses; both general education and special needs routes; basic Texas Transportation and federal laws; and safety regulations and practices
- Skills in communication, problem solving; and basic computer skills.
- Ability to organize and prioritize own work schedules as well as dispatcher's and alternate's schedules; and make decisions which have moderate impact on immediate work unit.

Mental/Physical/Environmental Demands

The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, responsibilities, knowledge, skills, and abilities noted herein; however, this is not a comprehensive listing of all functions and tasks performed by positions found in this job description.

- Needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Ability to understand, remember, and communicate routine, factual information.
- Ability to organize and prioritize own work schedule on short-term basis.
- Ability to make decisions which have moderate impact on immediate work unit.
- Ability to compose basic reports and/or to orally communicate technical information.
- Use standard office equipment including personal computer and peripherals.
- Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting.
- Repetitive hand motions including frequent keyboarding and use of mouse; occasional reaching.
- Occasional light lifting and carrying (less than 15 pounds).
- Work with frequent interruptions.
- Maintain composure and professionalism at all times.

When operating a bus or other district vehicle:

- May be required to physically assist students into bus.
- Ability to regularly pick up 40 pounds.
- Able to clean windshields, adjust mirrors, and open/close windows.
- Able to move or lift injured students (up to 180 pounds) to evacuate bus.
- Ability to carry or drag a 125-pound person 30 feet in 30 seconds in case of an emergency.
- Work in hot, dry, and dusty conditions as well as possibly cold, wet, and damp areas.
- Work near or with moving mechanical equipment.
- Occasionally work with toxic or caustic chemicals such as petroleum products, degreasers, and sprays and non-household dust.
- Will be exposed to intermittent sounds of a loud nature.
- May drive vehicle in inclement weather.
- May drive in heavy traffic or on unfamiliar roads and in situations requiring precise maneuvering.