

Lead Dispatcher / Route Analyst

Dept/Div: Finance and Operations/Transportation

FSLA Status: Non-Exempt

Job Description

Position Summary

The **Lead Dispatcher / Route Analyst** coordinates daily operational dispatch activities while analyzing and optimizing routes, schedules, and resource deployment to ensure efficient, safe, and cost-effective service delivery. This position serves as a working lead, providing guidance to dispatch staff, supporting operational decision-making, and improving routing performance through data analysis and continuous improvement initiatives. Performs as a dispatcher and router, and related work as apparent as assigned. Designs and maintains safe and efficient routes for students by using the routing software. Checks drivers in and out of each route via transportation assignments. Takes incoming phone calls and messages; relays information as needed to appropriate staff. Assists drivers and aides with their routes; print maps and directions, walks through bus stop issues, and issues keys. Work is performed under the general direction of the Director of Transportation.

Essential Duties and Responsibilities

Dispatch Operations Leadership

Serve as lead dispatcher and primary operational resource for dispatch staff.
Coordinate daily routing, scheduling, and assignment of drivers, vehicles, and field personnel.
Monitor real-time operations and adjust routes and staffing to address service disruptions, emergencies, or changing priorities.
Provide direction, training, and technical support to dispatch team members.
Act as escalation point for complex service or routing issues.

Route Analysis & Optimization

Analyze route efficiency, workload distribution, and service performance metrics.
Develop and maintain optimized routes using routing software, GPS data, and operational analytics.
Identify opportunities to improve productivity, reduce fuel consumption, and minimize overtime.
Conduct periodic route audits and recommend operational improvements.
Support implementation of new routes, service expansions, or operational changes.

Data & Reporting

Maintain accurate dispatch records, schedules, and operational databases.
Generate reports on key performance indicators (KPIs) such as service completion, route efficiency, response times, and labor utilization.
Analyze trends and recommend data-driven operational strategies.
Ensure accuracy of mapping, routing systems, and service data.

Communication & Coordination

Serve as liaison between drivers, supervisors, and school staff
Communicate schedule changes, service updates, and operational priorities.
Support customer service resolution related to routing or dispatch issues.
Coordinate with maintenance staff regarding vehicle availability and downtime.

Compliance & Safety

Ensure dispatch operations comply with organizational policies, safety standards, and regulatory requirements.
Promote safe work practices and adherence to operational procedures.
Assist with incident documentation and operational reviews.

Required Qualifications

High school diploma or equivalent; associate's/technical degree preferred.
Experience in dispatch, logistics coordination, transportation operations, or route planning.
Demonstrated experience using routing, GPS, or dispatch management software.
Strong analytical and problem-solving skills.
Ability to manage multiple priorities in a fast-paced environment.
Proficiency with Microsoft Office or similar data/reporting tools.
Strong communication and interpersonal skills.

Preferred Qualifications

Experience with route optimization software or GIS systems.
Lead or supervisory experience in dispatch or operations.
Knowledge of DOT regulations, or fleet operations.
Experience analyzing operational data and performance metrics.
Valid driver's license. Must be able to obtain a school bus license.

Knowledge, Skills, and Abilities

Operational decision-making and situational awareness.
Data analysis and process improvement mindset.
Ability to remain calm and effective during high-pressure situations.
Strong organizational and time-management skills.
Collaborative leadership approach.

Work Environment & Physical Requirements

Primarily office or dispatch center environment with frequent computer and radio communication use.

May require early morning, evening, weekend, or on-call coverage.
Occasional field visits to operational sites or service routes.