



JOB DESCRIPTION

Job Title:	Dispatcher, Service Center	Wage/Hour Status:	Non-Exempt
Reports to:	Area Director of Transportation	Pay Grade:	5
Dept:	Transportation	Date Revised:	2/14/2017

Primary Purpose:

To perform dispatching and clerical support duties in the daily operations of a service center.

Education/Certification:

- High School Diploma or equivalent (ex. G.E.D.) and related work experience.
- Meet TEA qualifications for school bus drivers and maintain proper bus driving certification.
- Three (3) years as a school bus driver or two (2) years of experience as a dispatcher in a transportation related field.
- Equivalent combinations of education and experience that provides the required knowledge, skills and abilities will be evaluated on an individual basis.
- Qualifications may be subject to change at the discretion of the Superintendent or designee.

Special Knowledge/Skills:

- Possess knowledge of the streets and highways in Dallas County.
- Ability to utilize and navigate online mapping applications to provide accurate directions to specific locations/routes.
- Good organizational and interpersonal skills.
- Ability to analyze situations accurately and adopt an effective course of action.
- Proficient with MS Office Suite and Internet Resources.
- Ability to speak Spanish a plus.

Major Responsibilities and Duties:

- Maintain a daily log of school buses and assigned drivers and attendants.
- Assign daily bus routes and ensure adequate route coverage for the service center.
- Keep accurate time and attendance records on all drivers and attendants.
- Respond to phone and two-way radio calls.
- Effectively communicate with tact, discretion and courtesy.
- Must also be able to write correspondence and effectively present information.
- Analyze problems and offer solutions.
- Maintain and provide required reports to transportation administration.

Job Specific Duties:

- Ensures all bus routes, driver and attendant positions are covered/assigned daily.
- Responsible for the distribution of keys and radios.
- Answer phone and two-way radio calls; respond to routine requests or emergency situations.
- Communicates with outside organizations, local police and others as appropriate; receive requests, questions, concerns and suggestions and provide routine information and assistance or route to appropriate personnel.
- Maintain current knowledge of routes and school locations to assure timely services and accurate information.
- Reviews bus routes for efficiency and effectiveness and communicates with management of recommendations.
- Ensures all clock times for drivers and attendants are accurate and daily attendance reports are completed for assigned drivers.
- Verifies driver and attendant time records for payroll.
- Collect bus maintenance request forms from drivers.
- Assists in the distribution and collection of route sheets; ensures weekly and monthly student counts are completed.
- Reviews and understands the transportation guidelines and procedures to ensure consistency in decisions and actions.
- Demonstrates success in resolving conflict consistently and appropriately.
- Foster good relations with campuses, teachers and parents.
- Present oneself as a role model for employees with regards to proper attire, grooming standards and positive attitude.
- Drive bus routes as requested by management.
- Additional duties may be assigned given service center needs or levels of staffing.

Working conditions:

- Some travel may be required to obtain specialized training in transportation.
- Availability to work a varied schedule including assigned AM/PM/Weekend shifts and special projects to meet transportation operational needs.
- Work is performed while standing, sitting and/or walking in a transportation service center environment.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by: _____ Date: _____

Reviewed by: _____ Date: _____