



**JOB TITLE:** Dispatcher

Salary: Non-Exempt

**REPORTS TO:** Location Manager/Operations Manager

Date: N/A

**PURPOSE/Job Goal:** Maintains accurate route, bus and driver information and fills route and trip service needs on time daily. Maintains daily dispatch sheet showing all route, bus and driver assignment for each dispatch period (AM, mid-day and PM) check in times, regular assigned buses, spare buses used, regular driver assignments, spare drivers used, phone call log and trip assignments.

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**EDUCATION:**

High school diploma or equivalent. Some college preferred. CDL license with appropriate endorsements and state certificates required.

**EXPERIENCE:**

Three years work experience with two years in the school bus industry. Well-developed verbal and written communication skills.

**WORK ENVIRONMENT:**

Office and yard of location bus yard

**RESPONSIBILITIES:**

1. Direct and supervise the daily operational activities of the dispatch office.
2. Coordinate the availability of personnel and vehicles to provide consistent and timely coverage for all daily services requirements including route coverage, shuttles and extracurricular trips
3. Creating and maintaining a daily dispatch log for AM, mid-day and PM dispatch with the following sections:
  - Driver and monitor check in that lists route number, bus number, driver/monitor assigned, check-in time. Routes should be listed in order of check – in time from earliest to latest.
  - Field trips, shuttles and other work scheduled for the day
  - Spare buses and drivers available
  - Phone call and incident log to record delays, calls, and incidents that need to be brought to the managers attention
4. Administers an extracurricular trip assignment process and maintains information on assignments for driver and management inquiries. The process should assign trips on a rotating basis for those drivers who sign up and qualify for the trip. Avoid overtime if at all possible.
5. Maintains dispatch information in an organized and easily accessible manner. Information should include route books, maps, school addresses and contact information, emergency numbers, emergency communication process, student route rosters, school loading and unloading maps/instructions, bus lot parking diagram, driver information, etc.
6. Respond to radio or other driver inquiries and provide assistance, directions, and information as needed to ensure safe and timely route operation. **Safety will prevail in all situations.**
7. Notifies the district about any routes changes, emergency situations, and student conduct issues requiring immediate action, late buses or any other unusual circumstance.
8. Prepare information and follow up reports as needed for student count days monthly.



9. Establish efficient routes using computerized routing system if available. Maintain routing information and update routes as needed.
10. Creating route itineraries for drivers, route summaries for school and office, route books for dispatch and other information designed for quick access to route information.
11. Communication of routing information to schools
12. Supports safety and proper procedures when dealing with drivers and makes recommendations to manager/operations supervisor for corrective action or to recognize good performance as needed.
13. Assist personnel in handling operational problems.
14. Assist maintenance personnel in scheduling vehicles for maintenance activities. Communicate, at minimum, before and after each dispatch regarding bus needs and availability.
15. Insure the fleet is road worthy and complete for all daily activities.
16. Record personnel absence and tardiness and report any problems to the Operations Supervisor.
17. Prepare all reports and forms as required in a timely manner.
18. Work with administrative assistant to establish scheduled AM, PM and mid-day check in/out times. Approve any legitimate deviations from scheduled check-in/out times.
19. Work with administrative assistant on billing to ensure we bills for all routes, trips and hours operated.
20. Maintain recurring internal reports and records such as personnel records, training records. May requisition office supplies and service.
21. May complete clerk and/or dispatch job functions. May substitute for any
22. absent district staff employee, driver, aide, and monitor school bus routes when necessary
23. Other special projects and/or other duties as assigned.