



**Job Title:** Lead Dispatcher

**Exemption Status/Test:** Non-Exempt

**Reports to:** Assistant Director Transportation

**Date Revised:** March 2021

**Dept. /School:** Transportation

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**Primary Purpose:**

Oversee dispatcher operations in the safe and efficient transportation of students and employees by effectively supervising the dispatching of vehicles, developing, and recommending school bus dispatch procedures, and providing dispatch operations information to appropriate personnel.

**Qualifications:**

**Education/Certification:**

**Required**

- High school diploma or GED
- Pass annual physical examination
- Ability to pass alcohol and drug tests
- Must be a least 21 years of age

**Preferred:**

- Completed TAPT Dispatcher Roles and Responsibility course

**Experience:**

**Required**

- Minimum three (3) years' public school transportation dispatch experience
- Minimum two (2) years supervisory direction of bus drivers, bus aides, and dispatch operations
- Ability to complete TAPT Dispatcher Roles and Responsibility course within first year of employment

**Special Knowledge/Skills:**

- Knowledgeable in public school transportation dispatch operations
- Experience in handling emergency situations
- Ability to work under pressure and prioritize effectively while maintaining composure and responding in an appropriate manner
- Effective telephone, two-way radio, and public communication skills
- Ability to receive and give written and verbal instructions effectively
- Expertise in reading and understanding transportation documents, including route plans, street maps, and dispatch policies and procedures
- Proficient skills in operating a personal computer, utilizing Microsoft Office applications
- Proficient skills in keyboarding, data entry, word processing
- Works effectively with all transportation department personnel
- Expertise in school bus dispatch software applications including Compass, Routing System, Compass Field Trip system, and Incident Management System (IMS), or similar systems

**Major Responsibilities and Duties:**

1. Manage daily dispatch operations.

2. Make decisions affecting the assignments of substitute drivers, substitute monitors, bus route changes, and vehicle substitutes for each morning and afternoon shift.
3. Evaluate information received and make temporary adjustments to route assignments and/or re-routing of buses to avoid congested traffic areas or to solve student delivery problems (e.g., overcrowding, discipline, timing, etc.).
4. Receive and record driver and attendance absence calls.
5. Answer, record, and route internal and external telephone calls.
6. Monitor and respond to two-way radio communications.
7. Monitor, record, and respond appropriately to emergency calls and situations.
8. Perform polite, professional, and clear communications with parents, school administrators, maintenance department, security, and bus drivers.
9. Record, copy, file, and distribute route information, instructions, bulletins, notices, memos, and message to staff and drivers.
10. Report all accidents to proper authorities with required information.
11. Maintain all required physical and computerized logs, worksheets, files, and reports related to dispatch operations.
12. Coordinate the response effort in the event of a breakdown or accident.
13. Assist in assigning vehicles for administrative trips as requested and approved.
14. Assist in maintaining key control inventory.
15. Maintain confidentiality of information.
16. Assist in coordination of spare bus assignments with the field trip dispatcher, mechanics, and operation's supervisor on duty.
17. Communicate critical and emergency situations needing Transportation Department leadership action and attention.
18. Determine work assignments of transportation dispatchers and key-room attendant, and communicate work schedules as assigned for proper coverage during school operating hours.
19. Oversee the proper data input and on-going maintenance of the Incident Management System in cooperation with the Route Supervisors and customer service staff.
20. Supervise the data entry of information into the GISD Transportation systems.
21. Perform other duties as assigned.

### **Supervisory Responsibilities:**

Supervise Dispatchers and key-room attendant.

### **Mental Demands/Physical Demands/Environmental Factors**

**Tools/Equipment Used:** Standard office equipment including personal computer and peripherals; radio communication equipment

**Posture:** Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting

**Motion:** Repetitive hand motions, frequent keyboarding and use of mouse; occasional reaching

**Lifting:** Occasional light lifting and carrying (less than 15 pounds)

**Environment:** May work prolonged or irregular hours; occasional districtwide travel

**Mental Demands:** Work with frequent interruptions; maintain emotional control under stress

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.