

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM  
CLARKSVILLE, TENNESSEE  
JOB DESCRIPTION**

**Job Title: Dispatcher****Department: Transportation**

**Grade     I  
H.P.D.    8  
D.P.Y.  260**

**Job Description****Date Reviewed: September 2011****Reports To: Transportation  
Manager****Purpose of Job**

The purpose of this job is to perform as Dispatcher within the School System Transportation Department. Duties and responsibilities include supervising and dispatching the school system bus fleet, enforcing policies and acting as liaison between drivers, parents, students and school administrators. Responsible to ensure effective communications within the team, makes hiring, routing, bus assignment, promotion, award, discipline, and employment termination recommendations to the Transportation Manager.” Reports to Transportation Manager.

**Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties and responsibilities may be required and assigned.**

Supervises, directs and evaluates over 375 bus drivers and bus aides, handling employee concerns and problems, assigning and distribution of daily work load, counseling and recommending disciplinary and other personnel action. Also supervises substitute bus drivers and bus aides.

Manages the transportation of over 24,000 students to and from 36 school facilities daily.

Oversees 2000+ special bus and van trips are properly assigned, on time and that appropriate substitute coverage is in place.

Ensures that the weather/route status information is updated daily on the system website.

Reviews all bus driver and bus aide evaluations prior to Lead Drivers administering to employee.

Responsible for returning calls after hours on the district cell phone regarding bus driver and bus aide emergencies.

Prepares and maintains drivers and aides daily work schedule; prepares, posts and maintains daily attendance records; prepares, posts and maintains drivers and aides absentee records.

Prepares, writes and publishes training and safety materials; prepares and publishes drivers and aides training schedule; teaches remedial driver training and defensive driving.

Recommends approval of employee personal, sick and emergency leaves.

Assist the department with preparation and maintenance of payroll records and time sheets to include reviewing time sheets for errors and with distribution of paychecks for approximately 300 employees bi-weekly.

Type correspondence, memos, reports, etc. as needed in the dispatching department. Sort and distribute incoming correspondence mail.

Answer telephone and provide information or direct calls/messages to appropriate personnel; greets visitors.

Disseminate information and changes to drivers and aides as instructed.

Must be certified/become certified to administer breath/alcohol test with an Alcohol Breathalyzer.

Must possess a Commercial Drivers License (CDL) with passenger and school bus endorsements.

Must be able to operate a school bus as needed.

Assist the department with preparing for emergency school closing to include updating drivers and aides notification roster.

Attends meeting at schools to resolve concerns and conflicts.

### **Additional Job Functions**

Performs other duties as required.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High School Diploma (or GED) required, with a Vocational or Technical degree with one to three years experience in dispatching vehicles and in general office experience: preferably within a local government or an equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

**KNOWLEDGE OF JOB**

Has thorough knowledge of the policies, procedures, and activities of the School System and transportation practices as they pertain to the performance of duties relating to the job of Dispatcher. Has general knowledge of transportation and general office practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors and members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, management, human relations. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a passenger van, school buses, and a variety of office machines and equipment such as computer, telephone, copiers, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up ten pounds of force frequently. Physical demand requirements are at levels of those for active work. Must be able to lift and/or carry weight of twenty to forty pounds.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers or assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Dispatcher. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Dispatcher.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually with vehicle maintenance equipment.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have above average levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** Requires the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with an emergency related to the job of Dispatcher.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**ATTENDANCE:** A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

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**Employee's Signature**

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**Supervisor's Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**