

**PLANO INDEPENDENT SCHOOL DISTRICT
Job Description**

Job Title:	Dispatcher	Wage/Hour Status:	Non-Exempt
Reports To:	Director Transportation	Pay Range:	45B
Dept./School:	Transportation Services	Date Revised :	09/28/18

Primary Purpose:

Responsible for the assignment of bus drivers, bus assistants, and buses. Serves as front line two way radio and telephone contact for all route related communication and customer inquiries. Assists in the safe and timely transportation needs for all district students.

Qualifications:

Education/Certification:

High School Diploma or Equivalent GED

Valid Texas "A" or "B" CDL driver's license with "P" Passenger and "S" School Bus Endorsements

Texas State School Bus Driver Certification

Driving record that is insurable with Plano ISD's insurance carrier

Ability to satisfactorily complete a DOT medical examination for school bus drivers in addition to pre-employment drug test

Special Knowledge/Skills:

Ability to read, understand, and effectively communicate in English

Excellent organizational and communication skills

Ability to accurately perform multiple tasks and respond to multiple sources of information simultaneously

Capable of responding professionally and appropriately in emergency situations

Basic working knowledge of communication radios

Ability to work as an active member of a team to achieve operational goals

Experience:

Experience that demonstrates excellent skills in customer service, employee relations, and operations in a service oriented environment

Job Title: Dispatcher

Major Responsibilities and Duties:

Safely, efficiently, and professionally drive buses for routes, shuttles, field trips, and/or any other driving task as needed, following assigned route descriptions and adhering to established schedules

Fill in as bus driver or bus assistant when needed while following all criteria in Bus Driver and Bus Assistant job descriptions, including assisting students on and off buses according to the student's individual needs

Must be available to work varied hours during the span of normal route service and accepting of periodic time changes to meet the needs of Plano ISD students and transportation operations

Assign bus drivers and bus assistants to daily routes, shuttles, etc.

Keep accurate attendance and tardy records

Serve as customer service agent to internal and external customer inquiries

Operate two way radio in communication with bus drivers and respond to route inquiries, problems, accidents, and injuries and coordinate bus breakdowns with Motor Pool, administration, and other drivers

Dispense and account for all vehicle keys

Utilize bus route system to determine bus eligibility and access route information, and give route information

Coordinate with route supervisors and bus drivers regarding bus ridership reports

Perform other functions that may be assigned by Director, Assistant Director, or district Administration

Follow attendance policy as defined by supervisor

Follow all state laws and regulations, and all rules, policies, directives, and guidelines of Plano ISD Administration and the Transportation Department

Equipment Used:

School buses, equipment trucks, and other district vehicles; fuel dispensing pumps, wheelchair lifts; video equipment, computers, and other office machines; telephones and two way radios

Working Conditions:

Physical Demands/Environmental Factors

Communicate clearly over telephone and two way radio systems, and be able to accurately complete multiple concurrent tasks; must possess physical dexterity and strength to safely operate bus, including steering, operating pedals, prolonged sitting, shifting gears, and opening doors; must be able to lift and carry up to 50 pounds; must be able to lift hood of bus; properly pre-trip bus; climb up on fender or bumper; be able to bend and look under bus for problems; fuel bus; scrape ice/snow off of windows and mirrors; vision corrected and maintained at 20/40 depth perception; hearing is a minimum of 10/15 by whispered voice, hearing aid is permissible; does not use a controlled substance, amphetamine, narcotic, or any other habit forming drug, except if prescribed by a licensed medical practitioner who is familiar with the driver's medical history and assigned duties; and who has advised the driver that the prescribed substance of drug will not adversely affect the driver's ability to safely operate a motor vehicle; Must be able to work in inclement weather, outside and inside in heat or cold; tolerate excessive noise, intermittent stressful conditions, fumes, smoke or gases, grease and oils; must be able to work around machinery with moving parts; work around moving objects or vehicle

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Mental Demands:

Must be able to maintain emotional and mental control under stress; maintain concentration in fast paced workplace; and to establish a good sense of direction

Acknowledgment:

Any work related experience or additional education/training resulting in acceptable proficiency levels in the above required knowledge, skills, and abilities may be an acceptable substitute for the above specified education and experience requirements at the sole discretion of District Administration.

Approved By: W. Noel McBee, Compensation Coordinator **Date:** 09-28-18

The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. District administration and/or my supervisor has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates I understand and acknowledge my job description.

Employee Signature:

Date
