

Job Description

Job Title: Dispatcher
Position Code:
Job Classification: Non-Exempt

Supervisor: Schedule Specialist
Pay Grade: 25
Contract Length: 245 Days

Job Summary

Position is responsible for dispatching employees to ensure that all district-wide school bus routes are covered. Monitors radio and responds to unexpected situations to include major events such as school bus accidents and inclement weather. Assists in tracking employee hours and covering field trips; Acts as the Schedule Specialist in his/her absence.

Essential Duties

1. Dispatches school bus drivers and bus aides to assist with preventing any service disruptions.
2. Monitors the radio net control station by receiving and relaying information to and from drivers.
3. Monitors traffic reports and notifies drivers of traffic conditions that may affect bus schedules.
4. Operates office computer with EDULOG, Issue TRAK, Field Trip Manager, TAA, GPS, Camera Systems and office software.
5. Advises drivers on primary and alternate bus routes.
6. Notifies schools and the transportation schedule specialist of bus delays.
7. Maintains bus driver absentee reports and assists with assigning substitute drivers to bus runs.
8. Maintains logs of scheduled bus runs, numbers of vehicles, names of drivers, and other related logs.
9. Assists the transportation schedule specialist with tracking employee work hours and related timekeeping procedures.
10. Receives telephone and radio reports on bus accidents and breakdown and informs the maintenance and police departments as necessary. Responds to serious incidents according to procedure.
11. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Performs other related duties as assigned by the Schedule Specialist or appropriate administrator.
2. Assists the Human Resources department with recruiting, selecting, and maintaining an authorized level of bus drivers and attendants.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Completion of a high school diploma with some skills in the use & operation of personal computers & associated software (Microsoft Access, Excel, and Word preferred). Must possess knowledge of standard office practices, procedures, equipment and clerical techniques; some business school or typing courses and previous dispatching experience preferred. Some experience as an Area Key Driver preferred. Must possess a valid Virginia Driver's License with a good driving record and a Commercial Driver's License. Must possess basic Red Cross first aid and CPR certification or must acquire such prior to the completion of the division's training course. Must possess an excellent driving record in compliance with division standards, excellent driving skills, and must successfully complete the school division's bus driver training course. Must possess a good knowledge of procedures and federal/state laws governing the safe operation of a school bus prior to the completion of the division's training course. Must possess knowledge of, or the ability to accurately and quickly learn, local street and road systems. Must possess knowledge of, or the ability to accurately and quickly learn, how to properly secure a wheelchair,

car seat, and other restraining devices on a school bus. Must possess the ability to maintain student discipline and ensure that student behavior is not a distraction to safe driving. Must possess the ability to recognize and report any unsafe act or condition. Must remain in compliance with state/division regulations regarding the use of controlled substances and alcohol as applied to school bus drivers. Must possess excellent communication, record keeping, and organizational skills.

Working Conditions and Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have the ability to sit for extended periods of time; exhibit manual dexterity to operate equipment; see and read printed material with or without vision aids; hear and understand speech at normal levels; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to lift 25 pounds; to bend, stoop and reach overhead.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment. The noise level in the work environment is moderate.

Supervision Exercised: None

Supervision Received: Schedule Specialist

This job description in no way states or implies that these are the only duties to be performed by this employee. The Dispatcher will be required to follow any other instructions and to perform any other related duties as assigned by the Schedule Specialist or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 08/2025