

**DEPARTMENT:** ALL APPLICABLE  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** JUNE 20, 2025

**DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for the dispatching of information and instructions by two-way radio and telephone for transporting students. Work is performed under the general supervision of the Supervisor of Transportation or assigned administrator in accordance with established guidelines. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Dispatches information and instructions via two-way radio including absent students, road closures, route changes, bus equipment breakdowns, emergency weather conditions, unusual or changed job situations, etc.;
2. Answers phone calls and gives out routine information to parents and assists in communicating complaints from parents, students, and staff;
3. Updates route and student changes;
4. Maintains daily log of messages received and transmitted;
5. Utilizes a personal computer, modern software applications and related peripherals as required;
6. May perform a variety of clerical duties such as scheduling transportation personnel (including substitutes, extra work and field trip requests), reporting payroll changes, preparing accident reports, handling incoming and outgoing mail, processing department requisitions and purchase orders, maintaining account, time keeping, and inventory records, maintaining equipment and tool usage records, and maintaining testing and certification records.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the operation of two-way radio and telephone equipment; good knowledge of the city street system; ability to speak clearly and distinctly; ability to maintain records and reports; ability to understand and carry out oral and written instructions; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma.