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**SCHOOL DISTRICT U-46**  
**JOB DESCRIPTION**  
**TRANSPORTATION DEPARTMENT**  
**DISPATCHER/EARLY LEARNERS OR DISPATCHER/SPECIAL EDUCATION**

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**JOB DESCRIPTION REVISION DATE:** 7/25/2011

**POSITION TITLE:** Dispatcher/Early Learners or Dispatcher/Special Education

**DEPARTMENT:** Transportation

**REPORTS TO:** AM and PM Office Managers

**SUPERVISES:** Assigned routes and programs for safety and efficiency. Drivers' daily route activity as it applies to assigned routes and programs.

**POSITION GOAL:**

Maintain good communication between drivers, schools, public, and department staff. Develop and maintain assigned routes and programs.

**ESSENTIAL FUNCTIONS:**

1. Develop and maintain assigned routes and programs.
2. Prepare, maintain, and archive accurate student records and data associated with assigned routes and programs.
3. Develop and maintain an open and positive line of communication with students, parents, department, and district staff.
4. Respond to all two-way radio and telephone inquiries in a timely, pleasant, and professional manner.
5. Prepare and process accurate data, records, and reports as needed by department and/or administrative staff.
6. Be accessible to staff, schools, and the public to work through problems/concerns as they relate to assigned routes and programs.
7. Trouble shoot and problem solve issues related to assigned routing and programs.
8. Must be willing and able to work a flexible schedule, including weekends, additional, and various hours as needed or assigned.
9. Must maintain confidentiality.
10. Other duties as assigned.

**KNOWLEDGE AND CRITICAL SKILLS:**

1. Must have the ability to multi-task and work well under pressure.
2. Must have the ability to remain professional and responsible at all times.
3. Must have knowledge of routing mechanics and a feel for the "big picture." Experience with routing software (VersaTrans preferred).
4. Must have pleasant phone/radio voice and ability to communicate effectively and professionally at all times.
5. Computer skills a must. Must be proficient in Microsoft Word and Excel.
6. Must display excellent people skills and contribute to a positive work environment.
7. Must display a creative and common sense approach to problem solving.



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8. Must be highly organized and detail oriented.
9. Must be a team player with an excellent work ethic and the attitude and flexibility to do what it takes to get the job done.
10. Must demonstrate the ability to identify confidential information and secure confidentiality at all times.

#### **EXPERIENCE:**

1. Must have a minimum of two (2) years experience in the field of transportation.
2. Experience in a fast paced environment that requires multi-tasking.
3. Experience in electronic record keeping, data entry, and retrieval.
4. Must have routing experience, computerized routing experience preferred (VersaTrans routing experience a plus).
5. Customer service experience preferred.

*Comments:* The knowledge, critical skills, and experience listed above are typical for this position; however, any equivalent combination of education, training, and/or experience, may be acceptable.

#### **ENVIRONMENTAL CONDITIONS:**

1. Indoors in a busy dispatch environment with exposure to constant noise and communication.
2. Frequently work at a fast pace with unscheduled interruptions.
3. May be required to leave main work site to attend meetings.
4. Potential exposure to exhaust fumes from diesel fuel and/or gasoline.

#### **PHYSICAL DEMANDS:**

1. Ability to work on a computer approximately 80% of the work day.
2. Ability to work in a very fast paced and stressful environment 100% of the work day.
3. Ability to effectively solve problems by working with district and department staff in a pleasant and constructive manner.
4. Ability to work effectively within an often overcrowded, noisy, and distracting environment.

#### **ADA:**

The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

This job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

#### **TERMS OF EMPLOYMENT:**

This is a 12-month position. Salary per DUTU and as approved by the Board of Education.



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**EVALUATION:**

If this position is filled from within the department, during the first 90 day "new position" probationary period, either the district or the employee in this position may determine that the employee return back to their former position. If the employee elects to exercise this option, a four (4) week notice of intent must be provided to the director of transportation. Performance of this position will be evaluated in accordance with the provisions of the Board's policy on evaluation of support service and the DUTU contract.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_