



## Transportation Dispatch Supervisor

### Purpose Statement

The job of transportation dispatch supervisor was established for the purpose of supervising the day-to-day operations of the dispatch office. The transportation dispatch supervisor offers assistance and guidance in student transportation services with specific responsibilities for scheduling regular and special transportation routes; field trip assignment; and, special events.

This job reports to the Transportation Director.

---

### Essential Functions

- Assist in the daily dispatch of drivers and attendants as well as any substitute drivers and attendants to ensure route coverage in the most efficient and timely manner.
- Assist in notifying school personnel and parents via call outs and emails with changes to daily routes.
- Assign and notifies drivers and schools of field trip assignments, changes, etc. to cover field trip requests for the purpose of ensuring completion of transportation routes in a timely and safe manner.
- Assists with answering parent's calls regarding bus stop location, safety, new stops, complaints, safety concerns, bus assignments, etc.
- Helps in coordinating last minute changes in routes due to call ins, accidents, weather related delays, etc.
- Creates and maintains various manuals, electronic documents, files, and records for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Monitors buses out of service and spare replacements.
- Participates in meetings, in-service training, workshops, annual conferences, etc. as required to improve the performance of job functions.

### Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### Job Requirements: Minimum Qualifications

#### Skills, Knowledge and Abilities

SKILLS are required to perform single, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects; budgeting and financial management; and developing effective working relationships.

KNOWLEDGE is required to perform simple math; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: personnel processes; pertinent policies, regulations and/or laws regarding education and/or school transportation.

ABILITY is required to schedule a number of activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability-based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; meeting deadlines and schedules; setting priorities; working as part of a team; dealing with frequent interruptions and changing priorities; and maintaining confidentiality. Must be able to deal with parents and others that are upset due to a problem with school transportation.

#### Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and directing the use of budgeted funds within a work unit. Utilization of resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization's services.



# Williamson County Schools

RIGOR • RELEVANCE • RELATIONSHIPS • RELENTLESSNESS

## Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 75% sitting, 10% walking, and 15% standing. The job is performed under minimal temperature variations and in a generally hazard free environment.

**EXPERIENCE:** Valid Driver's License, Evidence of Insurability, and a valid Tenn. Class "B" Commercial Driver's License with a "P" (Passenger) and "S" (School Bus and Air Brake Endorsement). Also trained as a qualified bus driver.

**EDUCATION:** High School Diploma

**EQUIVALENCY:** None Specified

**REQUIRED TESTING:**

**CERTIFICATES & LICENSES:**

**FLSA STATUS:**

Valid TN driver's license

Exempt

**CONTINUING EDUCATION / TRAINING:**

**CLEARANCES:**

**SALARY GRADE:**

Criminal Justice Fingerprint/Background Clearance

Classified

