



Job Title: Dispatch Secretary
Department: Transportation
Reports To: Transportation Directors
FLSA Status: Non Exempt
Salary Schedule: SC lane 08

SUMMARY

The Transportation Dispatch Secretary performs a variety of clerical duties to include answering and routing incoming phone calls to the appropriate area, greeting and assisting visitors, answering inquiries, distributing mail and faxes, and answers communications via two-way radio with Transportation Drivers and Attendants. The Dispatch Secretary is also responsible for trip billing, tracking, and processing per diem requests for the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES may include the following. Regular, reliable worksite attendance and timeliness is an essential job function to perform the essential duties and responsibilities of the position. While this job description attempts to outline all essential duties of the position, the description is not a contract and the job functions are subject to change at the organization's discretion. Other duties may be assigned.

Directs visitors and callers to appropriate personnel; answers some questions within guidelines. Tracks phone messages, concerns, incoming and outgoing calls.

Answers phones and two-way radios calls, then dispatches them appropriately. Assists Drivers and Attendants, utilizing various methods of communication such as, but not limited to, two-way radios, phone, email, or in-person communication.

Communicates with schools regarding late buses or student issues.

Answers the emergency hotline and communicates with appropriate personnel.

Utilizes software to assist drivers, parents, and school personnel locate student route information.

Calls references for new hires. Assists with submitting recommendation for hire forms to the HR Department for approval and processing.

Orders and distributes driver supplies.

Forwards red light violation form to appropriate police department(s).

Maintains Transportation Department webpage on District website.

Organizes random drug testing of employees quarterly.

Calculates billable miles on trip sheets and document mileages on A-1 spreadsheet.

Calculates per diem on trip sheets (when eligible) including verifying receipts for required information and signatures.

Assists with preparation for the beginning and ending of the school year.

Communicates with the public and all employees in a professional manner, providing excellent customer service. Maintains a professional relationship and handles confidential information appropriately.

Receives unclaimed lost and found items from drivers. Attempts to locate and contact owners. Donates unclaimed lost and found items to local shelters and businesses if not claimed.

Collects and routes incoming mail, faxes, and packages.

Accepts and distributes all forms and recommendations from employees, parents, and schools to appropriate transportation staff.

Maintains Transportation Department office calendar. Advertises and notifies department employees of upcoming department events.

Provides administrative assistance to the School Transportation Administrators by maintaining schedules, making appointments, tracking office calendars, etc.

Assists Transportation Administrators with correspondence and other documentation as needed.

Prepares outgoing mail and correspondence, including email and fax.

Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.

Performs duties that include a wide variety of complex clerical tasks requiring the application of independent judgment.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

KNOWLEDGE, SKILLS, ABILITIES, AND QUALIFICATIONS *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 accommodations may be made to enable individuals with disabilities to perform the essential functions. Must demonstrate an acceptable level of maturity, good judgment, and emotional stability.*

Ability to establish and maintain effective working relationships with other employees and the general public; must possess excellent public relations and telephone skills.

Ability to use various computer software programs, including but not limited to, student information system software and routing.

Ability to read, write, and communicate effectively in English at a level required for successful job performance. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of employees of the school district.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Ability to apply common sense understanding to carry out essential duties of this position. Ability to carry out instructions furnished in written, oral, or diagram form. Ability to troubleshoot and solve problems involving concrete variables situations.

EDUCATION and/or EXPERIENCE

An Associates Degree or equivalent; or six months to one year related experience and/or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

This position does not require any certificates or licenses.

PHYSICAL DEMANDS *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 accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, and the ability to adjust focus.

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.*

While performing the duties of this job, the noise level in the work environment is usually loud, interruptive, and busy.

Prepared By: School Transportation Administrator		Date: 02/14/2005	
Approved By: Executive Director, Human Resources		Date: 02/14/2005	
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: School Transportation Administrator	Date: 01/13/2010
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: School Transportation Administrator	Date: 12/03/2015
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: School Transportation Administrator	Date: 04/25/2017
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: Assistant Director, HR	Date: 05/25/2018
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: Assistant Director, HR	Date: 02/06/2020
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: Transportation Director	Date: 04/07/2022
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: Transportation Director	Date: 08/04/2025

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT:

By signing below, I acknowledge that I have received a district approved position description for my current position. I understand it is my responsibility to review the position description and direct any questions regarding the position description to my department supervisor or the Human Resources Department.

Print Name:	Date:
Employee Signature:	