



## Transportation Dispatch Supervisor

### Job Overview

The job of transportation supervisor was established for the purpose of supervising the day-to-day operations of the dispatch office. The transportation supervisor offers assistance and guidance in student transportation services including field trip assignments and special events.

This position reports to Transportation Director.

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### Job Functions

- Oversees day-to-day dispatch operations of the dispatch office.
  - Oversees daily dispatch of drivers and attendants as well as substitute drivers and attendants to ensure the most efficient operations.
  - Assigns and notifies drivers and schools of field trip assignments, changes, etc. to cover field trip requests.
  - Processes field trip requests using electronic software program.
  - 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various manuals, electronic documents, files, and records for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.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.
  - Ensures compliance with school district and other local, state and federal policies and regulations.
  - Researches, investigates, and answers incoming correspondence and/or telephone calls received at the dispatch office.
  - Monitors delays and/or transportation dispatch issues to ensure student safety.
  - Monitors dispatch requests and handles in accordance with established procedures.
  - Maintains a customer service culture that assures the operational program is responsive and sensitive to the needs of students, families, and school staff including answering parent's calls regarding bus stop location, safety, new stop, etc.
  - Collaborates with internal and external personnel to implement and/or maintain services and programs.
  - Under direction, assists with the use of budgeted funds within the dispatch office.
  - Keeps abreast of trends and developments with school transportation.
  - Participates in meetings, in-service trainings, workshops, annual conferences, etc. as required to improve the performance of job functions.
- Assists as needed and/or directed in any emergency situation that may arise including dispatch functions, accidents, etc.
- Supervises employees.
  - Assigns and reviews work.
  - Evaluates and reviews employee performance.
  - Receives and monitors time-off requests.
  - Interprets rules, policies, and procedures for staff members.
  - Counsels with and corrects employees as needed.
  - Reports to Transportation Director any patterns of absences that affect the day-to-day coverage of routes.

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

### Travel

Some travel within the District may be required.

### Working Environment

The job is performed under conditions with potential exposure to risk of injury and/or illness.



Generally, the job requires 75% sitting, 10% walking, and 15% standing.

Physical Requirements: occasional lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling. The job is generally performed in a hazard free environment under minimal temperature variations.

### **Qualifications**

**Minimum experience:** 5 years of experience or more in a school transportation environment is strongly preferred.

**Minimum education:** High school degree or equivalent. Bachelor's degree in transportation or a related field is preferred.

The ideal candidate will have the following education, experience, skills, knowledge, abilities and/or competencies:

- Knowledge of institutional regulations and policies and ability to develop operational policies and procedures.
- Knowledge of federal, state, and local regulations pertaining to school transportation.
- Knowledge of supervisory principles and practices.
- Working knowledge of budgeting.
- Skill in collecting and/or analyzing data.
- Skill in problem solving to analyze issues and create action plans to resolve.
- Ability to gather, prepare and maintain accurate records and compose a variety of documents.
- Ability to read and interpret complex materials.
- Ability to extract, transform, and integrate data from multiple sources.
- Ability to conduct studies, analyze findings, and determine trends and/or make recommendations.
- Ability to present technical and statistical data.
- Ability to communicate effectively, both orally and in writing with diverse groups.
- Ability to work with multiple departments and stakeholders.
- Ability to examine and modify the flow of work to increase productivity.
- Ability to supervise the work of others.
- Ability to meet deadlines and schedules as well as to set and execute priorities.
- Ability to maintain confidentiality.
- Ability to establish and maintain effective working relationships.

Note: Must be able to work early mornings and be readily available during inclement weather conditions.

**Required Testing:** None

**Continuing Education/Training:** None

**Required Certificates and/or Licenses:** Valid Tennessee Driver's License, Evidence of Insurability, and a valid Tennessee 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.

**Clearances:** Criminal Justice Fingerprint/Background Clearance

**FLSA Status:** Exempt

**Employee Type:** Classified

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