



JOB DESCRIPTION
SCHOOL DISTRICT U-46
HUMAN RESOURCES

<u>Position / Title:</u> Dispatcher	
<u>Bargaining Unit:</u> DUTU	<u>Department/Location:</u> Transportation
<u>Calendar Days:</u> 192	<u>Reports To:</u> Route Manager / Assistant Route Manager
<u>JD Revision Date:</u> 03/16/2022	<u>Supervises:</u> N/A

Function / Position Summary

Maintain excellent communication with drivers, schools, public, and department staff, by responding to all two-way radio and telephone inquiries in a timely, pleasant, and professional manner. Work through/troubleshoot issues and concerns as they relate to routes and programs.

Job Duties / Responsibilities

- Responds to radio and telephone inquiries in a timely and professional manner.
- Prepares, processes, and archives accurate records, data, and reports associated with routes and programs as assigned.
- Acknowledges and maintains confidentiality at all times.
- Collaborates with district and department staff to effectively solve problems in a constructive and professional manner.
- Assists in the planning and maintenance of routes and programs.
- Flexibility in the assigned work schedule is a requirement. Weekends and/or overtime may be requested based on operational needs.
- May be required to work at either transportation location based on operational needs. In addition, may be required to attend training or meetings off site.
- Other duties as assigned.

Education

- High School Diploma or equivalent.
- Valid Illinois commercial driver's license (CDL) preferred.
- Current school bus driving permit/endorsement preferred.
- Bilingual - Spanish/English (written/verbal) preferred.

Experience / Knowledge

- Experience in the transportation field is preferred.
- Computerized routing experience preferred, Versa trans routing experience a plus.
- Customer service experience preferred.
- Must be highly organized and detail oriented.
- Working knowledge of electronic record keeping, data entry, and retrieval.

Physical Demands

- Frequently work at a fast pace with unscheduled interruptions.



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Terms of Employment

- This is a 10-month position.
- Salary and benefits as established by the Board of Education and set forth in the collective bargaining agreement.

Employee Signature: _____ **Date:** _____