

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM  
CLARKSVILLE, TENNESSEE JOB  
DESCRIPTION**

**Job Title: Routing/Dispatch Assistant**

**Department: Transportation**

**Grade G  
H.P.D. 8  
D.P.Y. 260**

**Job Description**

**Reports To: Student Fleet  
Supervisor**

**Date Reviewed: February 2020**

**Purpose of Job**

The purpose of this job is to include assisting in dispatching duties, support the Student Transportation Department of the Clarksville-Montgomery County School System. Duties and responsibilities include data entry, telephone reception, report preparation and the filing of transportation reports to include file maintenance. Assists in preparing and distributing materials to the Transportation Fleet.

**Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Assists in supporting and monitoring over 375 school bus drivers, bus aides, bus monitors, substitute aides and substitute bus drivers. Assists in the transport of over 29,000+ students to and from school facilities daily. Receives telephone calls from parents, drivers, school administrative staff and the public. Provides information on all pupil transportation data such as bus route, bus stops, and school zoning, etc.

Dispatch Buses and Operates radio control center in the absence of Dispatcher. During dispatch hours responsible to notify, update, and close all accident/incident or student related emergencies via email and school messenger to COO, Senior Leadership team, Level Directors, Student Transportation Manager, Principals, and Parents.

Responsible to notify Drivers, Sub Drivers, Bus Aides, Sub Bus Aides and Monitors on daily bus assignments, after assigned by the Fleet Supervisor electronically or by phone.

Responsible for viewing daily and documenting all bus coverage for field/athletic trips using trip planner. Notifies the Student Transportation Manager of any cancelations or driver replacements.

Obtains and maintains accurate weekly schedule for substitute drivers. Provides Sub aides at all three complexes to the Fleet Supervisor no later than Thursday.

Responsible for answering switchboard at Operations Complex.

Input weather/route status information into school system website daily.

Maintains monthly statistics for late buses.

Prepare and type correspondence, memos, lists, reports, etc. as needed; sorts and distributes mail.

Assists in monitoring six radio channels providing assistance to our transportation staff in support of lost children, closed roads, vehicle accidents. Etc.

Required to maintain a Commercial Driver's License (CDL) with passenger and school bus endorsements; operates a school bus as required.

Assists Transportation Department during the event of an emergency school closings and provide instructions to school bus drivers, sub drivers, bus aides, sub bus aides and monitors listed on the Transportation Department directory. Continuously informs the Student Transportation Manger on the fleet status.

Effective and efficiently use technological equipment. Required to understand and use various software programs such as Dispatch Depot, Viewfinder, Microsoft Word, Excel, PowerPoint, Transfinder, trip Planner, GPS, 911 Traffic Software, School Messenger.

Assists in preparing for each upcoming school year. Maintains and assigns daily bus icons for each school prior to the start of the school year.

Assists in preparing and delivering principal packets prior to opening of next school year.

Prepares driver and aide folder for the upcoming school year.  
Prepares the required state report for the 40-day student ridership count.

Assists Fleet Supervisor with after school programs, to include clearing all buses, and notifying all schools that students have been safely delivered.

Assists with ground support and driver scheduling of Convocation, as well as preparing the materials for the annual career day.

Responsible to prepare the end of day email, which includes the status of the fleet, daily safety tip, accident/incident, and all trip buses out for the evening.

Works with routers maintaining files, copies of updated completed routes, distributes completed copy of routes to the appropriate assigned complexes.

**Additional Job Functions**

Performs other duties as required.

**Minimum Training and Experience Required to Perform Essential Job Functions**

High School Diploma (or GED) required, with one to three years of general office experience; or any equivalent combination of education, training and experience, which provides the requisite knowledge, skills, and abilities for this job.

**KNOWLEDGE OF JOB**

Has general knowledge of the policies, procedures, and activities of the School System, transportation, and general office practices as they pertain to the performance of duties relating to the job of Routing/Dispatch Assistant. Has general knowledge of transportation and general office practices as necessary in the completion of daily responsibilities. Knows how to develop an administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational and human relations skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of office machines and equipment such as telephones, computers, calculators, copiers, printers, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work. Must be able to lift and/or carry weight of twenty to forty pounds.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to coworkers or assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Routing/Dispatch Assistant. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand basic principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Routing/Dispatch Assistant.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** May require the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency related to the job of Routing/Dispatch Assistant.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**ATTENDANCE:** A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

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**Employee's Signature**

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**Supervisor's Signature**

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**Employee's Munis Number**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**