Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 4/24/2026

Bus Operations Specialist

Pay Scale: B
Level: 10
FLSA Status: Non-Exempt
Job Family: Transportation
Primary Location: Transportation

Department Overview
The Department of Support Services supports the learning environment by providing high-quality, safe, comfortable, well-maintained educational facilities and grounds, and safe student transportation. Providing timely, responsive, effective, and professional support to our students, teachers, staff, and community is our department's goal and one of our core values. The department includes the following teams: Construction Services, Environmental Health and Safety, Facilities Operations, Management and Coordination, Planning and GIS Services, Sustainability, and Transportation.

Job Overview
This is a responsible position in the LCPS Dispatch Center. An employee in this position is considered "essential personnel" and works as a team leader with other dispatchers to fulfill the communications needs of LCPS and other county agencies. This position also coordinates office, garage, and driver communications regarding staffing, substitutions, and daily operational adjustments. This position is technical in nature, requiring minimal supervision, and routinely interacts with other employees, agencies, and citizens. Independent judgment is often used with established procedures in varying situations, with only unusual or unresolved problems referred to a supervisor.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Respond to telephone and radio calls regarding the need for substitute buses, drivers, or attendants, and coordinate timely replacements
- Manage substitute distribution throughout the day, ensuring equitable workload distribution and minimizing overtime. Adjust coverage in real time to address last-minute absences or operational needs
- Monitor planned and unplanned road closures to proactively adjust bus routes, ensuring on-time performance and minimizing service disruptions.
- Operate a two-way radio console when required, in addition to regularly assigned duties
- Troubleshoot basic radio console issues; when unresolved, arrange alternative equipment to maintain uninterrupted dispatch operations
- Coordinate all dispatch communications, including emergencies, bus accidents, and breakdowns. Provide support by contacting emergency services, supervisors, and upper management, and ensuring all relevant parties are informed
- Serve as the primary point of contact for incoming calls from parents, schools, and the public, addressing concerns such as missing students, service complaints, and safety reports with professionalism and urgency
- Oversee and review daily logbooks to ensure efficient and equitable route coverage; proactively plan for current and future operational needs
- Assist the Dispatch Area Supervisor in managing daily operations of the Transportation Dispatch Center

- Serve in a lead role responsible for dispatching staff and overseeing daily operations. Provide ongoing guidance, coaching, and training to team members while monitoring workload distribution. Ensure all personnel have the necessary tools, resources, and information to complete their duties effectively, maintaining productivity and operational standards
- Provide technical support for dispatch systems, including multiple software platforms and the two-way radio console
- Serve as the primary liaison with Transfinder support for tablet and system issues by providing accurate bus location information, documenting and reporting error messages and affected users, submitting screenshots when applicable, and communicating troubleshooting steps and resolutions back to drivers
- Ensure all bus routes are fully covered in response to absences, breakdowns, or emergencies
- Support drivers and attendants by providing route guidance and maintaining comprehensive knowledge of assigned routes
- Coordinate field support during emergencies, including medical incidents, missing students, and accidents, often requiring critical decision-making outside normal business hours
- Serve as the primary contact for emergency communications in the absence of the Dispatch Area Supervisor. Collaborate with Safety & Security and leadership during school emergencies; coordinate transportation for evacuations, relocations, or sheltering as needed
- Manage operational impacts of emergencies by adjusting route coverage and minimizing disruption to students and staff
- Assist with random drug testing notifications in compliance with federal regulations, maintaining confidentiality and coordinating coverage for affected routes
- Review accident reports for all LCPS vehicles—including school buses, white fleet, and facilities vehicles—and submit documentation for required email notifications
- Support report preparation and data collection for leadership and executive-level review
- Assist Area Supervisor with performance evaluations for assigned dispatch staff, recommending development plans and identifying areas for improvement
- Resolve issues and concerns from parents, school administrators, and community members in a timely and professional manner
- Utilize transportation and dispatch software systems for daily operations, reporting, and training
- Drive or serve as a bus attendant when operational needs require

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education
High School Diploma or GED

Experience
Two (2) years of transportation dispatcher experience or related transportation experience

Licenses and Certifications
Must continuously maintain a valid Virginia Commercial Driver's License with appropriate endorsement
Must continuously maintain current required certifications and complete all related training

In the state of Virginia (VA Code Section 46.2-341.4), and specifically when referencing the commercial driver's license (CDL), an "employee" is defined as:

- a payroll employee

- a person employed under a lease or contract or,
- a person who has applied for employment and whose employment is contingent upon obtaining a CDL.

A satisfactory pre-employment physical examination, controlled substance testing, and a completed physician's certificate (School Bus Driver's Application for Physician Certificate, form EB.001) are required under the provisions of Section 22.1-178 of the Code of Virginia and Regulations of the Virginia Board of Education and Federal Motor Carrier Safety Administration (FMCSA) Controlled substance testing, annual physical examinations, and random tests for use of controlled substances and alcohol, as prescribed by the Federal Motor Carrier Safety Administration (FMCSA), Virginia Board of Education, and Loudoun County Public Schools are a condition of continued employment

Under the provision of Section 22.1-178 of the Code of Virginia and Regulations of the Virginia Board of Education, furnish a statement or copy of records from the Department of Motor Vehicles showing that, within the preceding five years, that there are you have not been convicted of a charge of driving under the influence of intoxicating liquors or drugs, convicted of a charge of refusing to take a blood or breath test, convicted of a felony, or assigned to any alcohol safety action program or driver alcohol rehabilitation program pursuant to § 18.2-271.1 of the Code of Virginia and/or, within the preceding 12 months, have not been convicted of two or more moving traffic violations or have not been required to attend a driver improvement clinic by the Commissioner of the Department of Motor Vehicles pursuant to § 46.2-498 of the Code of Virginia

Knowledge, Skills and Abilities

- Knowledge of school locations, county roads, and general geography
- Knowledge of school bus operations
- Ability to adjust service schedules; maintain records; obtain and relay accurate information; and work well under pressure
- Ability to self-start in the completion of tasks and projects
- Ability to operate two-way radio and standard office equipment such as personal computer, cameras, fax machine and software applications
- Ability to interact and communicate effectively with others
- Good human relations skills, including patience, tact and sound judgment
- Ability to effectively organize work
- Ability to drive a school bus

Physical Requirements and Environmental Hazards

The following provides an overview of typical physical requirements and environmental hazards for this job:

	Occasional	Regular
Lift or move 26-50 pounds	X	
Climb/Descend (ladders, scaffolding, ramps, poles, etc.)	X	
Balance	X	
Stoop	X	
Kneel	X	
Crouch/ Squat	X	
Crawl	X	
Reach	X	
Stand		X
Sit		X
Walk	X	
Push	X	
Pull	X	
Bend/turn/twist head or neck	X	

Manipulate (pick, pinch, etc. with fingers)		X
Grasp	X	
Feel	X	
Talk		X
Hear		X
See		X
Remain stationary		X
Travel by foot		X
Travel by transport		X
Repeat hand/arm, wrist/finger motion		X
Repeat leg/ foot/ toe/ ankle motion		X
Operate motor vehicle		X
Operate heavy equipment		X
Wear protective equipment		X

Environmental Hazards

	Rare	Regular
Confined/ small space	X	
Extreme heat		X
Extreme cold		X
Inclement weather		X
Intense noise		X
Vibration		X
Chemicals, bodily fluids, infectious diseases		X
Inadequate lighting		X
Challenging physical interactions (biting, hitting, throwing objects, encroaching, etc.)		X
Challenging verbal interactions (offensive language, shouting, threats, etc.)		X

Essential Personnel Disclosure

Employees who perform the responsibilities of this job are considered essential personnel. Essential personnel are designated employees who must report for work during a delay or emergency situations. A workplace emergency is an unforeseen situation that threatens the staff, pupils, or the public; disrupts or shuts down business operations; or causes physical or environmental damage. Emergencies may be natural or manmade. It is incumbent upon the supervisor to inform and confirm which essential personnel are required to work during emergency closings. Notification and confirmation of the expectation of essential personnel to report to work, or maintain as-needed status, will be executed with as much advanced notice as possible via in-person communication or email.

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure
Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without accommodation.

Remote Work Disclosure
The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.