



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT

JOB CLASS SPECIFICATION

Dispatcher (Transportation)

Pay Scale: B

Level: 8

FLSA Status: Non-Exempt

Job Family: Transportation

Primary Location: Transportation Building

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, Facilities Services, Management and Coordination, Planning Services, and Transportation.

Job Overview

This is a responsible position in LCPS Dispatch Center. An employee in this position works as a team member with other Dispatchers to fulfill the communications needs of LCPS and other County agencies. The Dispatcher is responsible for all communications functions for school bus services. This position is technical in nature, requiring regular supervision, and routinely interacts with other employees, agencies, and citizens. Independent judgment is often used with established procedures to varying situations, referring only unusual or unresolved problems to a supervisor. This position handles all emergency calls to fire/rescue/police from school vehicles.

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.

- Responds to calls, both telephone and radio, advising of the necessity for a substitute bus, driver, or attendant, and arranges for replacements
- Operates a two-way radio console to communicate with bus drivers, school staff, and Transportation personnel
- Performs switchboard duties to include answering incoming phone calls and routing them to the person or department needed to properly address concerns; taking detailed messages to share with the appropriate party
- Provide school bus transportation information to callers as needed
- Coordinates office, garage, and driver/attendant communications regarding staffing, substitutions, and daily operational adjustments
- Manages all communications through the dispatch center, to include emergencies, bus accidents, and breakdowns

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

Experience in school bus operations/dispatcher related work; or any equivalent combination of education, experience, and/or training to demonstrate the standards, concepts, and guidelines to perform the responsibilities of the position

Licenses and Certifications

Knowledge, Skills and Abilities

- Working knowledge of school bus operations, school locations, county roads, and general geography
- Ability to adjust service schedules; maintain records; obtain and relay accurate information; and work well under pressure of deadlines
- Ability to operate two-way radio and standard office equipment such as personal computer, cameras, fax machine, and multiple software applications
- Good human relations, organizational and communication skills, patience, tact, and sound judgment

Physical Requirements

The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

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 an accommodation.

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.