TRANSPORTATION DISPATCHER
STANDARD POSITION JOB DESCRIPTION

Classification: Dispatcher                        Location: Service Center

Reports to: Transportation Director          FLSA Status: Non-Exempt

Bargaining Unit: PSE

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

Part I: Position Summary:

Manages assigned routes for efficient, effective, and economical operation and in conformance with district policies, procedures and practices. Manages scheduling of drivers, sub drivers and bus paras. Approves and coordinates field trips, assigns field trips to drivers in accordance with the union contract, communicates via telephone, two way radio, and through electronic messages to others in order to provide Transportation Services to students, families and schools in a professional businesslike manner.

Part II: Supervision and Controls over the Work:

Serves under the administrative supervision of the Transportation Director and Assistant Director of Transportation, reports directly to the Lead Dispatcher. Is held responsible for results in terms of effectiveness of planning, compliance with policies, programs and contribution to achievement of district and department goals and objectives. Work is guided by, and must be in compliance with, federal and state law, policy direction of the School Board, and compliance with federal, state and local regulatory agencies.

Part III: Major Duties and Responsibilities (depending on specific assignment, duties and responsibilities listed may include, but not limited to the following):

1. Program Operations:
   a. Facilitates the development and assignments of routes. Monitors and evaluates assigned routes, miscellaneous requirements and requests of the transportation department.
   b. Serves as public relations officer for the Transportation department. Acts and behaves in a confident, professional manner, sets the tone, represents the division in a positive manner.
   c. Acts as the first point of contact for the schools and families needing help and assistance with resolving issues related to Transportation.
   d. Provides information and communication to the assistant director in regards to dispatching.
   e. Communicates changes or information to Transportation Specialists and any other drivers via two-way radio, ensuring all parties use proper radio discipline and procedures.
f. Provides information on extreme road conditions to all drivers to include construction sites. Ability to reroute drivers and provide clear instructions and directions over the radio.

g. Coordinates the emergency exit drills for all routes during the school year.

h. Maintains the files of daily bus logs, student attendance sheets and enters these logs into Excel spreadsheets for calculation purposes.

i. Compile information and prepare necessary reports for department.

j. Is proficient in and can implement, teach and mentor others in the division with the various software programs to include: Seon, Versatrans, Zonar, Student Messenger, Travel Tracker, Skyward, Radio Pro, Google applications and other software programs used throughout the department.

k. Coordinates with the SPED department, Homeless/Foster care support staff to develop routes in accordance with IEP’s, 504’s, WAC’s and RCW’s.

l. Works closely with schools and athletics, assignments of trips in accordance with the union contract, maintains users and user rights within the software, billing and reporting.

2. **Customer Service**: Assist in creating a customer service culture that assures the operational program is responsive and sensitive to the needs of students, patrons, and school staff. Assist in creating a welcoming environment and providing flexibility to respond to the needs of customers.

3. **Program Evaluation, Analysis and Feedback**: Participates in periodic assessment of program effectiveness and/or changing needs.

4. Required to follow Board policies, WAC’s, RCW’s and stay abreast of updates and changes.

5. Performs other duties as assigned by administrator and/or designee.

**Part IV: Minimum Qualifications:**

1. Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

2. High School Diploma or equivalent.

3. Minimum of two years of progressively responsible experience in pupil transportation.

4. Knowledge of laws, codes, rules, policies and regulations relating to pupil transportation. Knowledge of North Thurston Public Schools street network.

5. Strong understanding and history of successful customer service and ability to establish and maintain effective relations with patrons and staff.
6. Effective oral and written communications; analytical ability, and knowledge and skill in the use of office technology and office software.

7. Ability to work both independently and cooperatively.

8. Ability to organize work, set priorities, and meet deadlines.

9. Ability to read and interpret road and street maps.

10. Ability to independently and efficiently make decisions, provide instruction and directives while assisting drivers and completing daily tasks.

11. Ability to multi task, make decisions, operate efficiently under pressure and resolve conflicts while under time constraints both independently and cooperatively.

12. Ability to establish and maintain cooperative relationship with students and their families, other transportation employees and the school.


14. Proficient with Microsoft and Google operating systems.

15. Ability to delegate, work independently or as a team member.

16. Ability to give, receive and follow written and/or oral instructions.

17. Ability to lead the organization in a safe, efficient and caring manner.

Part V: Desired Qualifications:

1. Prior experience in pupil transportation industry.

2. Prior experience in a dispatcher role.

3. Knowledge of routing software and ability enter and update data in the routing software system. Must know how to query information from the system.

4. Maintain a current Basic First Aid and CPR certificate.

5. Ability to pass a WSP Fingerprint Background check.

Part VI: Physical and Environmental Requirements of the Position:
The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, lift, carry, move about, hear and speak. Employee may be required to perform extensive work at a computer display terminal.

The employee must occasionally lift and/or move 25 to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.