TRANSPORTATION PBIS and CRISIS MANAGEMENT SPECIALIST

Classification: PBIS and Crisis Management Specialist  
Location: Service Center

Reports to: Director of Transportation  
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 requirements of the job change.

Part I: Position Summary:

North Thurston Public Schools has a Transportation Department with 81 Drivers, which includes 50 Regular Education Routes, and 31 Special Education Routes. We generally have 8 buses assigned to Field Trips per day. We have 7 mechanics and 3 ½ Dispatchers. We have a substitute staff of about 20 Sub Drivers. We service 28 School Destinations in the Thurston County Area. Our School District encompasses about 75 square miles in Northern Thurston County. We provide busing for approximately 13,000 Home to School Students a day.

Due to the size of the School District, and that incidents occur on both Regular and Special Education Buses we have a need for a first responder that will respond to Bus Drivers calling for help and assistance. Examples of these incidents may include students in crisis, angry parents trying to board a school bus, student fights, bullying, and use of bad language.

This position will assist a School Bus Driver who is usually alone on the bus, trying to mediate a volatile situation in a confined space far from adequate support. The incumbent should possess the necessary skills and ability to assist the bus driver, and follow up with parents, the schools, and students to ensure learning is taking place, bus rules are adhered to, and our communication with parents is respectful and timely.

This position will monitor the Radio Traffic of the Bus Fleet on multiple radio channels and safely, and immediately respond to any request for assistance required of a Transportation Specialist. This person will review video, return phone calls to parents, and assist School Bus Drivers in the disciplinary process as a resource and mentor. This position may be asked to ride along on routes to identify safety issues and help resolve them.

Part II: Supervision and Controls over the Work:

Serves under the direction and guidance of the District’s Director of Transportation. Is held responsible for results in terms of effectiveness of planning and administering assigned areas of responsibility and for achievement of program goals and objectives. Work of the Transportation PBIS and Crisis Management Specialist is guided by, and must be in compliance with, federal and state law, policy direction of the School Board, compliance with state and local regulatory
agencies (i.e., OSPI, OFM, DRS, OHR, DLI, etc.), and with direction of the Director of Transportation or designee.

**Part III: Major Duties and Responsibilities:** Performs the full range of Student Transportation Support duties with limited guidance and supervision to include:

1. The incumbent should have a good understanding of Schools, School Transportation, and appropriate school disciplinary process.

2. Investigates student misconduct on School Buses; safely removes students from buses; administers student discipline according to district policy and procedures; coordinates with drivers, building administrators, parents, and student to resolve misconduct issues; confidentially maintain all appropriate incident information and reports. Work collaboratively with the Transportation Director to provide direction and oversight of the transportation employee and student management program.

3. The person should be a good communicator both oral and written. The person should have skills in defusing students in crisis or who are agitated, or physically hostile.

4. The person should know the City of Lacey and Thurston County and know the quickest routes to drive to a School Bus that is pulled over with an in-progress incident taking place.

5. The selected person should have good judgement and thoughtfulness.

6. This person should also be able to communicate disciplinary issues with parents in a respectful and appropriate manner which helps in overall student success. This person will be calling parents to notify them of issues that their student is involved in while riding the school bus. This will be done respectfully and with the interest for keeping students in school.

7. The selected individual should be physically fit and able to protect themselves, students, and other District Employees. A command presence.

8. This person will watch bus video, and work closely with Transportation Specialists to identify behaviors on the bus which are unsafe, disruptive, and are complained about by parents. Using the video they will help drivers in the appropriate ways to help correct behavior. Examples are; assigning seats, splitting up groups that disrupt, identifying bullying and stopping it, an ensuring student stay seated, and keep their hands to themselves. They will also comply with all Public Disclosure Laws regarding video and release of such.

9. This person will advocate and support the Districts PBIS program, ensure Drivers have PBIS coupons, and work with the schools to ensure Transportation Coupons are valued and used in
the Schools Program. They will coordinate with the District PBIS Coordinator to ensure PBIS is part of the annual In-Service Training.

10. Maintains current knowledge of school bus operations, safety regulations, developments regarding adaptive equipment, disseminates information, implements changes as required. They will assist in developing Bus Rules which are adopted by the School Board.

11. Provides and promotes excellent public relations and customer’s service with District Staff, parents and community members. Deal with all elements affecting Transportation in a humane and open manner. Must use good judgement when dealing with distraught and angry individuals while handling sensitive issues.

12. Ability to teach both students, parents, and Drivers.

13. Ability to public speak in front of a large group with skill, enthusiasm, in order to inspire and motivate positive change.

14. Attends meeting and prepares material for meetings.

15. Other Duties as Assigned.

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. At least three years of experience to include experience in use of and reporting of physical directions and restraint.

3. Able to pass a background investigation suitable to work with students and parents.

4. First Aid Certified. (Required and will provide)

5. CPI Training in the use of Isolation and Restraint or be willing to get trained within 30 days of hire. (Required and will provide)

6. Demonstrated skill at conflict resolution.

7. Ability to teach others in the use of PBIS and why this program is important.
8. Must enroll in the CWU Pupil Transportation Management Program and will have 3 summers to complete. (Required and will provide)

9. Successful experience in meeting demanding and inflexible deadlines.

**Part V: Desired Qualifications:**

1. Associates Degree or higher.

2. Should have a Class B CDL with all the appropriate Endorsements for School Bus or be willing to obtain with 90 days of hire.

3. Successful experience in a K-12 public school setting.

**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.