

LEAD ROUTING SPECIALIST/DISPATCHER

Classification: Transportation

Location: Transportation Department

Reports to: Director of Transportation

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

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

PART I: Position Summary:

Serves as a lead for the routing and dispatch staff. Responsible for personally performing and overseeing the performance of routers and dispatchers. Coordinates the development of regular and special needs routes to provide safe, efficient and economical transportation for district students, acts as central control for daily operations and essential functions for covering all bus routes and field trips. Effectively collaborates with all transportation departments, programs, and school personnel in the accomplishment of the district mission while creating an atmosphere of confidence and support. This position plans and adjusts processes based on the needs of the district, schools, staffing and other jurisdictions.

PART II: Supervision and Controls over the Work:

Serves under the Director of Transportation or designee. The incumbent is responsible for results in terms of effectiveness of planning, compliance with policies, and programs, and contribution to achievement of district and department goals and objectives. Provides information when requested for evaluations of designated personal under this positions control. 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):

1. Program Operations.
 - a. Plans, coordinates, and oversees the routing, scheduling, and daily transportation services, including general transportation, specialized transportation, district vans and external contractors. Assures compliance with time schedules and applicable laws, codes, rules and regulations.
 - b. Oversees and maintain SPED buses. Is the point of contact for customization of SPED buses based on the needs of both route and students. Communicating needs to the Training and Safety Lead for utilization of equipment when needed.
 - c. Oversees and coordinates development and maintenance of assigned routes, schedules, and field trips.
 - d. Manages emergency situations quickly and effectively.

- e. Ensures the establishment of routing for efficiency, economy and student safety.
- f. Manages systems relating to attendance, tracking trips, and routing.
- g. Oversees and coordinates coverage when drivers are unavailable to drive.
- h. Oversees and coordinates communication of changes or information to drivers via two-way radio, ensuring all parties use proper radio discipline and procedures.
- i. Create and maintain effective communications with staff, drivers, students, parents and schools when it comes to operations, issues, guidance and/or protocols. This could include accidents, route timeliness, and/or student injury.
- j. Oversees communication on extreme road conditions to all drivers to include construction sites and road closures.
- k. Operates technology software and equipment to assist route planning, scheduling, and the assignment of work, which includes, but not limited to hardware/software for routing/dispatch, two-way radios and GPS systems.
- l. Maintains the Transportation website.
- m. Oversees and assists in resolution of conflicts pertaining to assigned routes. Communicating to director or designee if resolution cannot be reached.
- n. Plans and coordinates the annual bidding process, which includes providing and maintaining driver contractual times for general transportation and specialized routing.
- o. Oversees the training and development as it pertains to routing and dispatch.
- p. Provides information pertaining to the performance of staff to include intervention when performance fails to meet expectations. May be asked to assist in internal and external investigations.
- q. Maintains confidentiality of all department and personnel matters.
- r. Oversees and maintain systems and protocols to measure effectiveness of routing and dispatch. May be asked to adjust bell schedules to help the district in their mission.
- s. Receive within 1-year Reasonable Suspicion training and certification.
- t. Coordinates with Training Lead to ensure routing program map, boundaries and walk hazards are up to date. This includes tracking infrastructure changes throughout the district and the impacts they have on Transportation, walk zones and the supplemental plan.
- u. Maintains, coordinates and works with Training and Safety Lead to establish yearly on-call schedules for after-hours staff support.
- v. Maintains and coordinates the parking, fueling and placement of buses to support efficiency in dispatching, routing and planning.

2. Driving:

- a. Drive a school bus or other authorized vehicle on scheduled routes and/or trips in support of district-approved activities, both in and out of school district boundaries.

3. Customer Service.

- a. Acts as a point of contact for the schools and families needing assistance with resolving issues related to Transportation.
- b. Acts as point of contact for governmental and city agencies as it pertains to routing, planning and dispatching. Stays informed of North Clackamas projects that would affect routing and safety.

- c. Builds and maintains strong working relationships with school personnel, central office and building staff using model of customer service that assures the operational program is responsive and sensitive to the needs of students, patrons, and school staff.
- d. Employee may be required to interact with clients, customers, and staff who are emotionally upset, angry, or distraught. In such interactions, employee must be able to maintain control, decorum, and professionalism.

4. Safety:

- a. When directed by director or designee this position may be asked to participate in early morning inclement weather road safety checks.
- b. Communicates, collaborates, and works harmoniously with the training safety lead in developing safe routes to school, loading zones, safety road checks and school bus stops.
- c. Communicates, collaborates and works harmoniously with the training safety lead and team members when needing special needs equipment for routes, special needs fittings for students, and special needs supports for drivers.
- d. Works closely with director or designees to create and implement protocols when needed to ensure the highest standards of safety and transparency.

5. Program Evaluation, Analysis, and Feedback.

- a. Participates in periodic assessment of program effectiveness and/or changing needs.
- b. Serves on the safety and handbook committees.

Perform other duties as assigned.

PART IV: Minimum Qualifications:

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.

- Associates degree or equivalent education and experience.
- Minimum of five years of progressively responsible experience in pupil transportation, routing, and dispatching.
- Possess a Commercial Driver's License and possess a safe driving record.
- Possess a State School Bus Driver's Certificate and appropriate licensing endorsement.
- Ability to work under pressure and resolve conflicts.
- Knowledge of laws, codes, rules, policies, and regulations relating to pupil transportation.
- Strong understanding and history of successful customer service and ability to establish and maintain effective relations with patrons and staff.
- Effective oral and written communications; analytical ability; and knowledge and skill in the use of office technology and office software, which includes mapping and routing systems, Microsoft Office, Google Drive, sheets, docs and forms.
- Ability to delegate, work both independently and cooperatively as a team.
- Ability to make good decision-making skills.
- Ability to multitask, organize work, set priorities, and meet deadlines.

- Ability to read and interpret area and street maps.
- Knowledge of mapping and routing systems with at least two years' experience.
- Ability to read and interpret street and internet mapping systems.
- Knowledge of district area and school boundaries.

PART V: Desired Qualifications:

- Bachelor's Degree in business or related field.
- Three years' experience assigning work in related field.
- First Aid Certified Instructor.
- Behind the Wheel Training Certification
- Bilingual and bicultural skills.
- Core Instructor Certification.

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, talk, 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 and must be able to lift and move students of greater weight in emergency situations.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this job, the employee could be working in poor weather conditions, including rain, snow, wind and cold.
- This position is subject to random drug testing under Department of Transportation guidelines and in compliance with District anti-drug and alcohol prevention programs.