

## **Transportation Dispatch and Router Lead**

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### **Purpose Statement**

The Dispatch and Router Lead is responsible for overseeing the performance of routers and dispatchers. Responsible for assigning work to the routers and dispatchers for the purpose of building and maintaining functional route options. Coordinates the development of regular and special education routes to provide safe, efficient, and economical transportation for the students of the district, 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.

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### **Essential Functions**

- Acts as the first point of contact for schools and families needing assistance with resolving issues related to transportation routing.
- Manages emergency situations quickly and effectively.
- Monitors developments of assigned routes, snow routes, schedules, and field trips.
- Oversees communications of changes or information to drivers via two-way radio, ensuring all parties use proper radio discipline and procedures.
- Oversees communication on extreme road conditions to all drivers to include construction sites and snow patrol.
- Works in conjunction with the Transportation Analyst
- Assists with emergency exit drills for all routes during the school year.
- Oversees development, controls, and maintains school bus routes as assigned.
- Operates technology software and equipment to assist route planning and scheduling.
- Plans, coordinates, and oversees the routing, scheduling, and daily transportation services including regular and special education services.
- Assures compliance with time schedules and applicable laws, codes, rules, and regulations.
- Directs and assists in resolution of conflicts pertaining to assigned routes.
- 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.
- Directs and assists periodic assessment of program effectiveness and/or changing needs.
- Assists with interviewing and screening potential school bus drivers.
- Supervises and evaluates Transportation Specialists.

### **Other Functions**

- Leads teams to accomplish tasks, projects and goals of department and district.
- Evaluates and responds to special requests for transportation and/or support as will arise from time to time.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge, and Abilities**

**SKILLS** include leading others to ensure a clear understanding of the link between individual job assignments and the core mission and functions of the school district, setting and adjusting work priorities for a variety of support staff, reviewing, understanding, and communicating the importance of various data. In addition, perform multiple tasks with the need to upgrade skills to meet changing job conditions. 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.

**KNOWLEDGE** of management of software relating to attendance, tracking trips, and routing. 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. Knowledge of district geographic area and school boundaries.

**ABILITY** to work under pressure and lead others is required, including focusing on continuously improving the customer experience, working with various locations, groups, and people to ensure excellent customer service, and resolving conflicting priorities. Ability to communicate effectively with people at all levels of experience and responsibility throughout the district is required. Ability to learn continually and keep abreast of technological changes, work independently with minimum supervision. Ability to delegate, work both independently and cooperatively as a team. Ability to multitask, organize work, set priorities, and meet deadlines. Ability to read and

interpret area and street maps.

## **Responsibility**

Responsibilities include working under limited supervision and in a team following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Maintain regular and punctual attendance.

## **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing. 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.

## **Experience**

- 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.
- Minimum of three years of progressively responsible experience in student transportation.

## **Education**

- Associate degree or equivalent education or work experience.
- Possess a Commercial Driver's License and possess a safe driving record.
- Possess a State School Bus Driver's Authorization and appropriate licensing endorsement.

## **Required Testing**

Pre-employment Proficiency Test may be given

## **Certificates/Licenses**

CDL with School Bus Driver Endorsement  
Evidence of Insurability

## **Clearances**

Criminal Justice Fingerprint/Background Clearance

This position is subject to random drug testing under Department of Transportation guidelines and in compliance with District Anti-drug and alcohol prevention programs.