



## David Douglas School District #40

### Classified - Job Description

#### **ROUTING AND DISPATCH SPECIALIST II**

Schedule: 8 hours per day / 12 months per year  
Class: 15

#### **POSITION PURPOSE**

To improve student achievement by effectively and efficiently developing safe routes, managing routing systems, and providing dispatching for transportation.

The essential functions of this position require prioritizing and completing all assigned tasks in a timely and efficient manner, adjusting for changing priorities and availability of resources, and demonstrating initiative in identifying additional job-related tasks to be completed when time permits. These duties are a representative example of position expectations. Actual duties assigned may vary and change depending on the business needs of the department and the organization.

#### **NATURE AND SCOPE OF RESPONSIBILITIES**

- Serves as liaison with technology and vendor support for transportation routing systems and works with both to complete software updates, to resolve issues with routing software, and to ensure systems are functioning, secure and backed up
- Assists in evaluating new routing systems
- Trains and develops skills of Routing and Dispatch Specialist I; coordinates and may assign and review work of Routing and Dispatch Specialist I; backs up Routing and Dispatch Specialist I
- Designs, coordinates and implements transportation routing, provides advanced level of routing and dispatch solutions, report functions, scenario applications, data generation, route configurations, and software applications
- Prepares and examines routes/schedules and makes recommendations to supervisor that maximize efficiency and cost containment
- Coordinates yearly bid process and supplemental bid processes per collective bargaining agreement
- Assists supervisor in systems, process, and work flow analysis for effectiveness and efficiency
- Assists supervisor in maintaining department readiness for inclement weather, collision, emergency response plans, cyclical workloads, cost containment, attendance patterns and altered school schedules
- Trains and schedules bus assistants
- Creates routing solutions for the safe and efficient transport of students and staff
- Provides information to drivers about transportation vehicles
- Corrects, updates, quantifies and verifies time schedules, routes, and route maps, verifies drivers are performing routes as assigned
- Responds to routing concerns and issues and advises drivers on possible solutions concerning routing problems they may encounter
- Receives and timely processes requests for student transportation and coordinates and communicates with schools, staff, parents or guardians on changes, arranges for specialized transportation, maintains records and verifies invoices accurately reflect services requested
- Prepares and updates reports and logs such as but not limited to route records and weekly reports to track duties performed, students served and performance measures, evacuation drills, driver daily assignments, student counts, driver's assignments, logbook updates, Medicaid reporting, DHS reporting, and other state reporting
- Recommends bus equipment requirements
- Provides excellent customer service by responding to route and service-related inquiries
- Tracks and verifies drivers report on-time and maintains time schedules; ensures drivers are scheduled for routes, activities, and trips and arranges for route coverage.

**NATURE AND SCOPE OF RESPONSIBILITIES** continued

- Answers and assists supervisors with parent or administration complaints regarding routes, stops, schedule, student's problems and drivers
- Coordinate with Driver Trainer(s) for trainee driver assignments
- Serve as back-up driver when needed to cover routes or trips
- Be available on nights and week-ends for emergency calls
- Perform other daily duties as required and/or assigned by the supervisor to maintain efficiency of department

**QUALIFICATIONS**

- Two years of transportation routing and dispatch experience required
- Intermediate to advanced technological skills required providing the ability to enter, revise, organize and retrieve information from computer systems; will use computerized routing system, computerized trip scheduling system, and e-mail on a daily basis. Documented training in computerized routing system desirable
- Valid driver's license, good driving record, safe driving habits and evidence of insurability required and must be maintained
- Licensed School Bus Driver, with a minimum of 2 years (recent) driving experience. License must be maintained.
- Familiarity of streets and roads within District boundaries and trip destinations.
- Knowledge of routing practices and concepts
- Knowledge of standards, laws, codes, rules, regulations, policies and procedures relating to student transportation needs such as Federal Motor Vehicles Safety Standards; the Oregon Motor Vehicle and Oregon Department of Education laws regulations and guidelines for pupil transportation
- Ability to effectively operate a telephone, 2-way radio and other office equipment
- Ability to work harmoniously with others with the demonstrated ability to establish and maintain collaborative working relationships across teams, functions and layers with district staff and the general public and to contribute to a successful work group and foster a team-oriented culture through positive interactions, active listening, meaningful collaborations, and the constructive exchange of ideas designed to meet or exceed the organization's strategic goals
- Ability to communicate appropriately and effectively, both verbally and in writing, in a professional, respectful, and courteous manner with all students, parents and staff with a focus on customer service
- Ability to perform the record keeping requirements related to the assignment
- Self-starter with proven analytical, organizational, and problem-solving skills using well-reasoned decision making with a high attention to detail in actual work product, organization, planning, work flow, and project prioritization to ensure tasks are completed efficiently and accurately
- Ability to exercise confidentiality, tact, diplomacy and independent judgment in performance of duties
- Strong interpersonal skills necessary to develop, establish and maintain effective, professional, collaborative, and collegial working relationships with clients, employees, and others with whom we may work.
- Strong conflict resolutions skills and demonstrated ability and competency to work with a diverse population of clients and co-workers of all ages.
- Ability to produce accurate work in a sometimes stressful environment with frequent deadlines and interruptions while remaining focused, on task, and calm
- Excellent attendance, work ethic and pride in job performance essential

**ESSENTIAL PHYSICAL REQUIREMENTS**

- Ability to drive any school bus on a variety of routes and under varying weather conditions
- Ability to control students with good student management skills
- Able to administer first aid measures to students when need arises. May involve lifting and carrying students
- Qualify for a School Bus Driver Medical Certificate (specifies visual and physical requirements of the job)

**The David Douglas School District welcomes applications from candidates that expand the District's diversity.**

Multi-Cultural preferred. Bi-Lingual candidate preferred.

**David Douglas School District Drug Testing and Criminal Background check**

Per district policy all offers of employment shall be contingent upon the successful passing of a district required drug test and criminal background check. David Douglas School District's Human Resources will designate where and when the testing will be conducted. The offer of employment will be withdrawn from candidates who test positive for drugs.