

Auburn School District**Job Title:** Dispatch/Router**Reports To:** Building Administrator**Unit Classification:** Professional-Technical

General Description:

The primary purpose of the School District Dispatch/Router is to design and maintain safe, efficient, equitable, and reliable transportation routes for students. This position coordinates daily routing operations, dispatches drivers, supports real-time transportation communication, and helps ensure transportation services meet student, family, school, district, and state requirements.

Duties and responsibilities:

- Plan, develop, implement, and maintain bus routes, schedules, stops, and runs to support safe and efficient student transportation.
- Utilize Versatrans or other routing software to develop and update general education, special education, and out-of-district transportation routes.
- Dispatch permanent and substitute bus drivers to ensure daily route coverage and meet student transportation needs.
- Dispatch buses as needed to support schedules, route changes, emergencies, inclement weather, or other operational needs.
- Communicate with families, drivers, school staff, and district personnel regarding routes, schedules, late arrivals/departures, route changes, and transportation expectations.
- Coordinate with school personnel and district departments to support transportation services for special programs and student-specific needs.
- Maintain current and accurate driver route sheets, route changes, maps, and transportation records.
- Assist with the collection, review, and compilation of transportation data, including information needed for state ridership reporting.
- Maintain district maps with relevant busing information and provide updated route/map information to schools and staff as needed.
- Update and maintain transportation-related information on the district transportation webpage.
- Support a positive department climate through effective communication, teamwork, problem-solving, and service-oriented interactions.
- Maintain regular and effective communication with the Director of Transportation and/or Transportation Coordinator.
- Be available for early arrival during inclement weather or other situations requiring transportation support outside the regular schedule.
- Perform other related duties as assigned.

Minimum Requirements:

- High school diploma or GED equivalent.

- Proven ability to work in an environment with a commitment to anti-racism and anti-bias practices.
- Valid Washington State Commercial Driver’s License (CDL), Class B, with school bus and passenger endorsements and air brake restrictions removed.
- Valid Washington State School Bus Driver Authorization with required endorsements.
- Valid First Aid/CPR certification.
- Ability to maintain strong, productive relationships with staff, students, families, and community members.
- Ability to maintain appropriate levels of confidentiality in all matters pertaining to students, families, staff, and district programs.
- Ability to work collaboratively and effectively as part of a team.
- Ability to work under pressure, manage multiple priorities, and meet timelines and deadlines.
- Effective written and verbal communication skills.
- Strong organizational skills and attention to detail.
- Ability to learn and utilize district software systems, routing systems, and technology platforms.
- Willingness to perform tasks and responsibilities as assigned.

Preferred Knowledge, Skills, and Abilities

- Successful experience in dispatching and routing transportation services, preferably in a K–12 school district.
- Experience developing and maintaining bus routes, schedules, and transportation records.
- Experience utilizing computerized routing software such as Versatrans or similar systems.
- Experience with Qmlativ/Skyward or other student and transportation information systems.
- Knowledge of the STARS system, state and federal transportation requirements, and district transportation policies and procedures.
- Knowledge of or experience responding to transportation incidents and accident response procedures.
- Certificate of Completion of the OSPI/CWU Pupil Transportation Management Program or current enrollment in the program.
- Certified Washington State Driver Trainer License preferred.
- Ability to analyze transportation data, maintain databases, and generate reports.
- Ability to plan, organize, prioritize, and adjust work responsibilities in a fast-paced environment.
- Demonstrated problem-solving, decision-making, and conflict-resolution skills.
- Strong technology skills, including proficiency with Microsoft Office and Google Workspace applications.
- Ability to communicate effectively with diverse students, families, staff, and community members in a professional and service-oriented manner.
- Demonstrated commitment to equity, inclusion, and culturally responsive practices.
- Ability to establish and maintain respectful, collaborative, and inclusive working relationships with individuals from diverse backgrounds and experiences.

Required Knowledge, Skills, and Abilities Related to Cultural Competence and Equity:

- Demonstrated commitment to the Auburn School District mission to Engage, Educate, and Empower each student through a culture of equity and excellence.
- Ability to recognize, reflect on, and understand one's own cultural identity and its impact on interactions with others.
- Demonstrated ability to build respectful, inclusive, and culturally responsive relationships with staff, students, families, and community members.
- Ability to contribute to a work environment that promotes equity, inclusion, and a sense of belonging.
- Skills to communicate effectively and respectfully across differences, including race, culture, language, and background.
- Commitment to equitable access to services and support for all students and families.
- Willingness to engage in ongoing learning related to equity, anti-bias practices, and cultural responsiveness.

Working Conditions:

Physical Demands:

The work requires sitting, standing, walking, bending, stooping, reaching, grasping, lifting, carrying, pushing, pulling, speaking, hearing, and using repetitive hand movements for computer and telephone operation. This position requires the ability to operate standard office equipment, transportation communication systems, and computer software programs for extended periods of time. Occasional lifting, carrying, or moving of materials and supplies weighing up to 25 pounds may be required. Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.

Work Environment:

Work is performed primarily in an office and transportation dispatch environment with frequent interruptions, multiple demands, and time-sensitive situations. The position requires regular interaction with students, staff, families, drivers, and community members and may involve responding to stressful or emergency situations. The employee may be required to work early morning hours, extended hours, or overtime during inclement weather, emergencies, or district operational needs. The work environment may include exposure to noise from buses, transportation equipment, and varying weather conditions while working outdoors or traveling between sites as needed.