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## **JOB TITLE: LEAD DISPATCHER**

**JOB SUMMARY:** The Lead Dispatcher is responsible for the coordination of assignments on regularly scheduled routes, special events, and field trips. The Lead Dispatcher is responsible for the routing and direct dispatching of all District's buses, drivers, and bus aides. The Lead Dispatcher will coordinate Positive Behavior Interventions and Supports (PBIS) and support in student management. Position may perform school bus driving duties as needed.

### **CERTIFICATES AND LICENSES:**

- Valid Washington State Driver's License and evidence of insurability.
- Current First Aid
- Washington State School Bus Driver Authorization

### **ESSENTIAL FUNCTIONS** *(may oversee, perform, and/or assist with):*

- Assist in developing and maintaining the district routing system for the purpose of assignment of routes and buses. Plan, schedule, evaluate, and dispatch all regular and special transportation of students.
- Organize, coordinate, and dispatch daily, special, and emergency transportation assignments and equipment for safe and efficient bus stops, routes, and schedules both inside and outside the District for effective and optimal management of resources.
- Provide assistance to drivers, school personnel, and families with student management through PBIS.
- Brief drivers on proper routes, special requirements, route adjustments, road conditions, and all out-of-the-ordinary conditions.
- Advise buildings of route changes, bus changes, late arrivals, departures, etc.
- Operate and communicate via a two-way radio communication device using appropriate radio etiquette to district mobile personnel to give, receive, and relay messages, and provide bus stop/route information, directions, directives, or other pertinent information.
- Provide and promote positive public relations and customer service with District staff, parents, students, and community members.
- Process and assign requests for transportation using established procedures and following bargained agreements (e.g. McKinney Vento, in-lieu-of, etc.)
- Respond to inquiries from students, parents, and/or staff (e.g. stop locations, schedule, state-regulated policies, etc.) for the purpose of providing accurate and timely information regarding transportation services.
- Conduct studies and accurately compile a variety of data (e.g. student counts, incident reports, inspections, mileage, etc.) independently, as requested and as required for the purpose of developing formal reports, conveying information, and complying with mandated requirements.
- Verify operation logs, time sheets, and payroll for transportation department employees.
- Pull and view bus videos as needed for assistance with student management and safety concerns, etc.
- Provide assistance to the Transportation Supervisor and the department in both clerical and administrative areas such as payroll, data management, communication, clerical, reception, and customer service duties.
- May require flexibility of hours and working split shifts at times to meet the needs of the department.

- Attend workshops, classes, conferences, meetings, and/or other training as directed by the supervisor for the purpose of meeting requirements, enhancing knowledge, safety and security, collaborating with colleagues, etc.
- Perform such other tasks and responsibilities as may be assigned by the Supervisor.

**WORK ENVIRONMENT/PHYSICAL DEMANDS:** This job is generally performed in an indoor, at times noisy, office environment, with frequent interruptions, however, bus driving or driver trainer duties, if necessary, will be performed indoors and outdoors and/or in a school bus, both stationary and moving. Some exposure to inclement weather may occur. The usual and customary methods of performing the job functions require the following physical demands: sitting or standing for prolonged periods; speaking and hearing clearly; some bending, twisting, lifting, walking, reaching, carrying, pushing, and/or pulling; fine finger dexterity. Exposure to normal levels of office dust, computer screen, office machines, and their required chemicals, and operating school buses are part of the job.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge** is required to perform basic math, including calculations using fractions, percentages, and/or ratios; understand written procedures, write routine documents, speak clearly and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include familiarity with district, state, and federal regulations, policies, and requirements pertaining to driver training and student safety; pertinent department and office policies and procedures; concepts of grammar and punctuation; business telephone etiquette; codes/laws/rules/regulations/policies; keyboarding; office application software.

**Skills** are required to perform multiple tasks with a potential need to upgrade skills to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include operating two-way radio and county emergency radio; operating standard office equipment including using pertinent software applications; performing standard clerical procedures; being organized, dependable and flexible; maintaining cooperative, positive, and effective communication with administrators, co-workers, parents, students, and the public; prepare and maintain accurate records; adhere to safety practices; and administer first aid.

**Ability** is required to effectively organize and prioritize tasks with conflicting deadlines, meet deadlines and schedules, work within stressful situations, and maintain accuracy in a busy environment with frequent interruptions. Specific ability-based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; making independent decisions; maintaining accurate records; maintaining confidentiality; operating software related to transportation data collection, storage, and retrieval; understanding of policies and procedures as outlined in the Collective Bargaining Agreement; utilize word processing, spreadsheet, and database software; navigate the internet; operate email applications; learn routing system and accurately read and interpret maps, maintain regular and punctual attendance. The ability to communicate and interact collaboratively: in person and by telephone with co-workers and the public to present a professional and positive image of the department and District; via radio with bus drivers to give, receive, and relay messages, pupil issues, emergencies, and mechanical problems; with union representatives in conjunction with the bargaining agreement; to provide accurate verbal and written information. The ability to obtain and maintain a Washington State Driver License with CDL endorsement, and Washington State School Bus Driver authorization.

**WORK RELATIONSHIPS:** Reports to the Transportation Supervisor. Daily interactions with other transportation personnel. Occasional interactions with parents and students.

**UNION AFFILIATION:** International Union of Operating Engineers, Local 302 (IUOE)

**FSA:** Non-Exempt

This job description, revised **9/2023** is intended to describe the essential functions of the position, the level of knowledge, skills, and abilities typically required, and the scope of responsibility, however, it should not be considered an all-inclusive list of work requirements. Individuals may perform other related duties as assigned, including work in other functional areas, to cover absences or relieve, equalize work periods, or otherwise balance the workload within the location/district. Changes to the position description may be made at the employer's discretion. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Employment with White River School District is on a conditional basis pending: an approved criminal background clearance through OSPI, which includes checks through the Washington State Patrol and Federal Bureau of Investigation; and completion of an Employment Eligibility Verification form (USCIS Form I-9) presenting proof of identity and employment authorization status.

The White River School District does not discriminate in any programs or activities based on sex, race, creed, religion, color, national origin, age, veteran or military status, sexual orientation, gender expression or identity, disability, or the use of a trained dog guide or service animal. It provides equal access to the Boy Scouts and other designated youth groups. The following employee(s) has been designated to handle questions and complaints of alleged discrimination: Title IX Coordinator, Sunday Ferris, [sferris@whiteriver.wednet.edu](mailto:sferris@whiteriver.wednet.edu), (360) 829-3823, Section 504/ADA Coordinator, Molly Lutz, [mlutz@whiteriver.wednet.edu](mailto:mlutz@whiteriver.wednet.edu), (360) 829-3959, and Civil Right Compliance Coordinator Sunday Ferris, [sferris@whiteriver.wednet.edu](mailto:sferris@whiteriver.wednet.edu), (360) 829-3823. White River School District, P.O. Box 2050, Buckley, WA 98321.

I have read and understand and have received a copy of this job description. My signature acknowledges that I can perform this position's essential and other functions with or without reasonable accommodations.

Employee Printed Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_