



DISPATCH/ROUTING TECHNICIAN

Job Overview

The job of Dispatch/Routing Technician was established for the purpose/s of providing support within the student transportation services area with specific responsibilities for scheduling of regular and special education bus drivers; coordinating the assignments of regularly scheduled routes, special events, field trips; and monitoring bus drivers' traffic and locations.

This job reports to the Assistant Transportation Director.

Job Functions

- Dispatches bus drivers and assigned substitute driver as needed for the purpose of ensuring that all routes are covered for the transportation of students.
- Informs school personnel and parents of practices (e.g., rules, regulations, laws, etc.) for the purpose of providing information for their follow-up action.
- Maintains a variety of manual and electronic documents files and records (e.g., student data, route changes, routing procedures, etc.) for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Processes a variety of materials (e.g., field trip requests, route changes, etc.) for the purpose of updating and distributing information, authorizing action and/or complying with mandated requirements.
- Responds to inquiries from students, parents, and/or staff (e.g., stop locations, schedule, state regulated policies, etc.) for the purpose of providing the necessary information regarding transportation services.
- Schedules work assignments (e.g., field trips, band trips, etc.) for the purpose of ensuring completion of transportation routes in a timely manner.
- Participates in meetings, in-service training, workshops, etc. as required for the purpose of conveying and/or gathering information required to perform job functions.

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Working Environment

This job is performed in a generally clean and healthy environment.

Generally, the job requires 75% sitting, 15% walking, and 10% standing.

Physical Requirements: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity.

Qualifications

Minimum experience: Job Related Experience is Required.

Minimum education: High School Diploma or Equivalent.

The ideal candidate will have the following education, experience, skills, knowledge, abilities and/or competencies:

- Skilled in operating two-way radio and county emergency radio.
- Skilled in operating standard office equipment including utilizing pertinent software applications.
- Skilled in performing standard clerical procedures.
- Skilled in preparing and maintaining accurate records.
- Knowledge of pertinent department policies and procedures.
- Knowledge of standard office practices and procedures.
- Knowledge of concepts of grammar and punctuation.
- Ability to adapt to changing work priorities.
- Ability to meet deadlines and schedules.
- Ability to set priorities.
- Ability to work with detailed information/data.
- Ability to work with frequent interruptions.



DISPATCH/ROUTING TECHNICIAN

Required Testing: None Specified

Continuing Education/Training: None Specified

Required Certificates and/or Licenses: None Specified

Clearances: Criminal Justice Fingerprint/Background Clearance

FLSA Status: Non-exempt

Employee Type: Classified

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