

**Support Associate II-EC
New Hanover County Schools**

Job Description

Class: Classified
Dept: Transportation

TITLE: Support Associate II

QUALIFICATIONS: High School diploma or equivalent.

REPORTS TO: Bus Coordinator

JOB GOAL: To assist in the operation of a safe and efficient school bus system.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follows all rules, policies and procedures of New Hanover County Schools, along with regulations pertaining to the Transportation Department.
2. Oversees the completion of required reports.
3. Secures substitute bus drivers or buses and combines routes when the need arises; maintains substitute bus driver book with coordinator or dispatcher.
4. Records bus mileages.
5. Maintains training records.
6. Helps coordinate field trips.
7. Checks daily repair slips, and records and files complaints where indicated.
8. Notifies parents of times and locations of bus stops and keeps written records of when each notification is made.
9. Assist with development of routes.
10. Assumes responsibilities of coordinator/dispatcher when both are absent or as assigned by the Director or Supervisor.

11. Files papers, makes copies, answers phones and takes messages; checks mail and takes mail to and from other offices.
12. Compiles packets for meetings.
13. Performs related duties and responsibilities as requested by the Director or Supervisor.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 57

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrates good computer skills.
- Ability to work with bus drivers, principals, parents, and central office administrators.
- Ability to maintain records; respond to telephone calls from parents, drivers, and principals regarding the safe operation of school buses.
- Ability to type, file, maintain and update necessary records.
- Demonstrates familiarity with county road system and bus routing.
- Ability to understand and follow oral and written instructions and regulations.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.