

POSITION: Transportation Coordinator  
REPORTS TO: Transportation Manager

*External: We reserve the right to end the recruitment process once a suitable candidate is found.*

#### PURPOSE

The Transportation Coordinator plays a key role in ensuring that all vehicle requirements for teacher and staff transportation (school purposes) are well-provided and planned and meet all existing safety standards. This position is vital within the Transportation Department to ensure the availability of standardized transportation services and to collaborate with the Transportation Manager to support effective and efficient operations.

#### QUALIFICATIONS, EXPERIENCES & ATTRIBUTES

- Minimum of a Bachelor's degree in any discipline, preferably in management.
- At least three (3) years of experience in transportation operations or a related field.
- Strong verbal and written communication skills in both English and Indonesian.
- Strong interpersonal and supervisory skills, with the ability to remain composed in high-pressure situations and communicate effectively with diverse stakeholders.
- Ability to work independently and collaboratively, solve problems, and adapt plans to changing conditions.
- Highly organized, detail- and data-oriented, with the ability to meet deadlines and targets.
- Confident in delivering briefings or instructions to large groups.
- Technologically literate and proficient in using data systems for processing and distributing data.
- Familiarity with basic financial principles and the ability to track expenses, usage trends, and operational costs.
- Experience in organizing route planning within the Jabodetabek Area or using transportation management software is an advantage.
- Knowledge of local transportation regulations and safety standards, particularly those applicable to school-age children.
- Willingness to work flexible hours, including evenings, weekends, and holidays as needed.
- A clear commitment to Child Safeguarding and the safe, efficient, and responsive management of school transportation operations.

#### DUTIES AND RESPONSIBILITIES

##### **Operational Coordination and Oversight**

- Collaborate with the Transportation Manager to establish operational standards for teacher and staff transportation that will serve as a guide for service providers.
- Plan and oversee the registration process for "taxi riders" or operational car users, and regularly update the data to ensure its accuracy.
- Determine the design of regular morning pick-up and afternoon drop-off routes for employees, as well as the daily late bus routes, ensuring adherence to the principles of efficiency, occupancy, and safety standards.
- Supervise the provider to ensure that the designed taxi riders' pick-up and drop-off transportation are executed in accordance with established operational standards.
- Supervise drivers assigned by the provider, ensuring they meet JIS expectations and safety protocols.
- Conduct daily management of operational car assignments and usage, and supervise the operational officer's provider to ensure all received orders are executed, adhering to safety standards and efficiency principles.

- Oversee and manage all training activities conducted by the transportation provider, particularly regarding service aspects, and ensure that the training aligns with the technical requirements stated in the contract.
- Collaborate with the Field Trip Coordinator to support all vehicle needs for teacher and staff field trips.
- Routinely collect daily operational data and compile reports addressed to the Transportation Manager.
- Collaborate with the Transportation Department's administrative assistant to verify transportation usage data for teachers and employees, which serves as the basis for the service provider's invoice data.
- Participate in developing the annual budget plan for teacher and staff transportation usage alongside the Transportation Manager.
- Serve as an on-site supervisor for MS and HS student late bus activities, including bus dispatch and monitoring during the journey until all buses arrive safely at the students' homes.

### **Communication and Stakeholder Engagement**

- Work closely with the Transportation Manager, cross-divisional teams, and the Provider's liaisons to ensure operational resources align with campus priorities, maintain vehicle safety, and support communication with parents as needed.
- Serve as the primary point of contact for teachers and staff bus riders, addressing transportation inquiries, concerns, and feedback.
- Coordinate with the Transportation Maintenance Officer to ensure that vendor-provided vehicles meet JIS safety and maintenance standards, including periodic inspections.
- Maintain proactive communication with internal stakeholders, including faculty, administrative staff, and the transportation team.

### **Safety, Compliance, and Continuous Improvement**

- Understand and implement school transportation emergency procedures and lead emergency response protocols as needed.
- Conduct regular evaluations of service quality and financial efficiency, and work with the Transportation Manager to determine operational strategies.
- Initiate and support improvement plans for transportation services, providers' performance, and customer satisfaction.
- Maintain accurate documentation of route planning, incident logs, feedback, and service usage.

### **Customer Service and Incident Response**

- Respond promptly and professionally to faculty and staff concerns or incidents related to transportation.
- Track and report transportation-related incidents or delays and implement follow-up procedures.
- Assist in managing lost-and-found items from school transportation services.

### **Professional Dispositions and Responsibilities**

- Embrace and promote the JIS Learning Dispositions: Resilience, Resourcefulness, Relating, and Reflecting.
- Performs other related duties and assumes other responsibilities as assigned by the Transportation Manager, including but not limited to participation in class/School activities or events, and attendance of workshops organized by JIS.

**TO APPLY**

Interested candidates should apply directly by email to [recruitment@isedu.or.id](mailto:recruitment@isedu.or.id).

Please submit the following materials as separate PDF attachments in one email:

- Cover letter expressing interest in the position
- Current resume
- List of three to five professional references with name, phone number, and email address (references will not be contacted without the candidate's permission)

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# Safe Recruitment Statement

At Jakarta Intercultural School (JIS), we are committed to ensuring the safety and well-being of all our students. As part of this commitment, we have implemented rigorous recruitment policies and procedures designed to safeguard our students and uphold the highest standards of child protection.

## Our recruitment process includes:

- Thorough verification of the identity and qualifications of all candidates.
- Obtaining and corroborating professional and character references.
- Performing comprehensive background checks in all countries of residence.
- Conducting a multi-stage interview process, including scenario-based questions to evaluate how candidates handle situations related to student safety and well-being.

## Child Safeguarding Policy

JIS has a robust Child Safeguarding policy that seeks to protect our students, their families, and the entire JIS community. This policy ensures that all students have the right to protection and access to confidential support systems. As part of this policy, all community members with access to students must undergo annual child safeguarding training to stay informed and vigilant in protecting our students.

By maintaining these stringent recruitment practices, JIS ensures that our educational environment remains safe, nurturing, and conducive to the well-being and development of every student.