

BEAUFORT COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: ASSISTANT DIRECTOR, SUPPORT SERVICES & ROUTE OPERATIONS

GENERAL STATEMENT OF JOB

Assists the Director of Transportation, to guide, administer and manage the magnet, special needs and support services aspects of student transportation. Assists in leading the 800+ member Transportation Department providing school bus, activity bus and contract transportation support to school sites; interpreting and recommending local options to applicable state statutes, state administrative codes and NC State Board of Education policy. Assists in providing general leadership guidance and detailed supporting written operating procedures to supervisors who make the key daily decisions related to school bus routes, school bus and contract vehicle safety, school and activity bus driver training, time card documentation, personnel counseling, evaluation and reimbursement for selected department services. Gathers all pertinent operational and financial data to document department consumption of resources and justify budget requests. Acts in conjunction with the Assistant Director of Vehicle Maintenance and Route Operations on behalf of the Director of Transportation in the incumbent's absence. The universal nature of job tasks requires a solid working knowledge of most aspects of school bus transportation department responsibilities and governing regulations. Reports to the appropriate supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES **ESSENTIAL JOB FUNCTIONS**

Maintains a dynamic and effective safety mindset amongst department employees, school staff, students and the motoring public.

Ensures that over 250 vehicles, which transport approximately 7,000 passengers daily, are maintained and operated in a safe manner.

Analyzes school bus routes, contract transportation services, vehicle maintenance reports and other dept Management Information System (MIS) indicators to detect compliance/recommend correction procedures for deficiencies, in efficiencies or irregularities.

Coordinates, schedules and follows-up to ensure GCS compliance with all aspects of the federally mandated pre-employment, post accident and random drug and alcohol-testing program. Manages annual random drug-alcohol testing program and works with drug testing contractor to schedule and serves as on-scene testing services coordinator.

Oversees the development of bus safety training programs and in securing school bus safety training materials and providing school bus safety instruction for students. Oversees the development and delivery of the "Gus the Bus" and "Buster" talking school bus safety presentation for grades K-1.

ASSISTANT DIRECTOR, SUPPORT SERVICES AND ROUTE OPERATIONS

Oversees and coordinates the recruitment application processing, selection, training, certification, and employment of school bus drivers. Assists the director in reviewing driver candidate applications and their NCDMV records and makes appropriate employment recommendations to the Human Resources Dept.

Oversees the vehicle acquisition process to purchase activity buses, department staff vehicles, and replacement school buses, including the lease/finance documents required by the state of North Carolina. . Upon receipt, completes NCDMV registration so that buses can be utilized.

Monitors the department work order program and facilities improvement program.

Responds to vehicle accidents, incidents or other student emergencies involving school bus, staff vehicles and contract carrier vehicles. Assists in the investigation of accidents and incidents and in the preparation and submission of reports.

Conducts pre-employment interview, at the time of zone assignment, with newly approved bus drivers. Outlines state/LEA/department policies and presents and discusses the Personnel and School Bus Drivers Handbooks.

Monitors the execution of the departmental budget. Assists the Director with the review and makes recommendations regarding funding allocations for each budget line item.

Oversees the compilation and preparation of the various departmental reports for submission to the LEA, the State and other agencies as required.

Oversees the compilation and preparation of department analysis for internal use and/or presentation to the Superintendent and the Board of Education.

Performs random monthly inspections of school-based bus operations to ensure proper care, operations and cleanliness of buses, proper completion of NC General Statute mandated school bus inspections by bus drivers, currency of printed bus routes and compliance with all safety aspects of bus operations.

Approves miscellaneous reimbursement requests for department employees and for mileage reimbursement for parents authorized to transport their children to school at department expense.

Writes, updates, and assists with monitoring department operating instructions.

Serves as the department process management manager. Is responsible to ensure department supervisors receive a copy of internal audit reports and are tasked to take action to correct discrepancies contained in the report. Performs department follow-up on process audit report corrective actions and reports findings to the Director.

Attends meetings, conferences and workshops regarding new technology, equipment and professional improvement.

ASSISTANT DIRECTOR, SUPPORT SERVICES AND ROUTE OPERATIONS

Assists in assessing road and weather conditions and makes a recommendation for school closings/delays/early dismissal.

Provides direct supervision to four Zone Transportation Supervisors, Zone Routing Specialists and 350+ school bus drivers and transportation safety assistants to ensure safe, sensitive and efficient transportation is provided to all students.

Conducts on-scene observation of daily school bus and contract transportation operations for students with special needs or students enrolled in magnet/choice programs to ensure safety of students and staff and compliance with federal, state and LEA requirements.

Represents the Transportation Department on school-based assessment committees when transportation needs are under consideration for inclusion in a student's Individual Education Plan. Serves as department liaison with the Exceptional Children's Department.

Receives transportation requests for exceptional children from the Executive Director, Exceptional Children. Assigns responsibility to provide requested support. Provides report of completed transportation arrangements to Executive Director, Exceptional Children. This documentation is considered confidential and must be processed, filed and disposed of accordingly.

Receives reviews and renders decision on requests from parents who seek reimbursement from the LEA to transport their own child with special needs.

Supervises the preparation, coordination and publication of updated GCS and contract transportation school bus schedules for students with special needs. Ensures principals, parents and bus drivers are advised of initial plan and any changes thereto.

Supervises all aspects of regular shift and after-hours administrative support staff including establishing and maintaining the department file maintenance plan; reception of visitors; answering of general telephone lines and re-directing the caller; collects and assigns responsibility to bus supervisors for activity bus requests; responsible to collect, sort, store and disperse magnet/option/choice school transportation requests.

Supervises the preparation and submission of payroll documentation to the Finance Department. Quality controls time and attendance documents to ensure only Human Resource approved employees operate school buses (tort liability implications) and ensures accuracy of individual employee time accounting.

Investigates complaints against appropriate Route Operations and contract carrier personnel and makes recommendations to the director regarding resolution.

Receives, reviews, and resolves parent complaints/concerns regarding bus stops, runs, and schedule problems for school buses and contract vehicles serving students with special needs, magnet students, traditional school students, and students enrolled in special programs.

ASSISTANT DIRECTOR, SUPPORT SERVICES AND ROUTE OPERATIONS

Conducts Route Operations and Support Services Section staff meetings to ensure proper communication and coordination of the school bus transportation plan and current projects for that section of the transportation department.

Plans and arranges for professional staff development for Special Needs Route Operations staff including ensuring child safety restraint system and “student unique” training is provided annually for school bus drivers, safety assistants and contract vehicle operators serving students with special needs and students enrolled in special programs.

Ensures that an adequate, trained cadre of drivers and safety assistants are available and properly distributed county-wide to transport students.

Ensures that an annual orientation and continued on-the-job training are provided to school bus drivers and safety assistants who serve students with special needs or student enrolled in special programs.

Ensures that cultural diversity, conflict resolution and sensitivity training is provided on a recurring annual basis to school bus drivers and safety assistants who transport students with special needs or students enrolled in special programs.

Evaluates, approves and documents annual performance ratings for appropriate Route Operations and Support Services staff members.

Coordinates bus operations with the Vehicle Maintenance Supervisor to assure proper care, preventive maintenance, repair and refueling schedules are developed for buses serving students with special needs or student enrolled in magnet/choice programs.

Collects necessary data, including student count, driver hours, driver mileage, and costs and prepares required Transportation Operations reports to the director for submission to the LEA and state.

Writes contract carrier transportation bid specifications and submits to LEA Contracting Officer to secure bids. Evaluates bid submittals and makes bid award recommendations to the Board of Education. Annually, responsible to evaluate contractor performance and make recommendation to the Board of Education regarding renewal of contract.

Oversees contract carrier transportation operation of 70 vehicles.

Establishes annual goals for the section. Provides the leadership and motivation and assists staff to develop plans to achieve goals.

Receives motor coach carrier candidates’ initial application to contract with LEA schools to transport students on activity trips. Tasks responsible staff members to review the carrier applicant’s compliance with standards contained in the North Carolina School Charter Transportation Safety Committee “Recommended Guidelines and Procedures” document.

ASSISTANT DIRECTOR, SUPPORT SERVICES AND ROUTE OPERATIONS

Assembles completed staff reviews and makes recommendation for approval/disapproval to the Director of Transportation.

Quarterly update the approved LEA motor coach carriers list and advises school principals.

Reviews approved motor coach carrier driver applications. Coordinates applicant's criminal background check with Human Resources; makes approval/disapproval recommendation to Director, Transportation.

Must be available by telephone or radio communication during bus operation hours to respond to emergencies, bus accidents and less critical problems.

Assists in the annual update and publication of the Handbook for the School Bus Driver and the Safety Assistant and issues to each school bus driver and safety assistant.

Annually, updates, publishes and issues the Handbook for Contract Transportation Drivers and Transportation Safety Assistants to all contract carriers.

When appropriate assists the Assistant Director, Maint & Route Ops, and other selected supervisors to review school bus accidents in which the school bus driver is determined to be at fault. Recommends appropriate disciplinary action when appropriate.

Compiles and prepares various departmental reports for submission to the LEA, the State and other agencies as required.

Prepares requisitions and purchase orders for all non-vehicular supplies and equipment and approves payment upon receipt.

Determines specifications and prepares requisitions for locally funded capital outlay vehicle purchases.

Analyzes school bus routes, contract transportation services, and vehicle maintenance reports to detect and correct deficiencies, inefficiencies or irregularities.

Conducts annual surveys to determine the degree of customer satisfaction with school bus transportation services. Provides results to the Board of Education.

Annually, determines LEA per mile bus costs and per hour driver costs. Collects data for after school bus and mid-day instructional transportation so as to bill for reimbursement to the state transportation account. Submits reimbursement billings to the appropriate school or central staff and the Finance Department. Reports these costs to the LEA and state for reimbursement adjustment.

Processes title applications check requests for license, tax, and title fees for all department vehicles.

ASSISTANT DIRECTOR, SUPPORT SERVICES AND ROUTE OPERATIONS

Collects and analyzes transportation management information data to detect trends and to recommend and enact corrective measures.

Is the Dept. representative and serves on the school system calendar committee. Then, collects and arrays the various school calendars to establish monthly payroll calendars for all school bus drivers and transportation safety assistants. Updates calendars, as needed, due to emergency closings.

Approves miscellaneous and mileage reimbursement requests for department employees.

Analyzes communication equipment needs and rate plans. Makes a recommendation for the adoption of most efficient, effective and economical plan. Coordinates and requisitions telephone requirements for the department.

ADDITIONAL JOB FUNCTIONS

Chairs initial and periodic meetings with contract carriers to discuss contract specifications, provide clarification and in delineating school and carrier responsibilities and requirements.

Coordinates, with Facilities and Maintenance, the location or re-location of mobile offices to be used for transportation.

Coordinates and processes necessary request forms for all department employees' staff development activities.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in transportation management or business administration or a related field with 10 to 15 years of training or experience in management, transportation supervision, routing, budgeting, and computers preferred; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities. Must have an extensive working knowledge of federal, state and local guidelines and requirements for the transporting of special needs children.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including computers, copiers, facsimile machines, etc. Must be able to exert a negligible amount of force constantly to move objects. Physical demand requirements are for Light Work.

ASSISTANT DIRECTOR, SUPPORT SERVICES AND ROUTE OPERATIONS

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving and receiving instructions, assignments or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, manuals, professional journals, technical procedures, forms, charts, etc. Requires the ability to prepare correspondence, reports, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including accounting, personnel and governmental terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract totals; to multiply and divide; to determine percentages and decimals; understand and apply principles of statistics and statistical inference.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via a telephone.

ASSISTANT DIRECTOR, SUPPORT SERVICES AND ROUTE OPERATIONS

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the principals, practices, and applications of budgeting and accounting.

Considerable knowledge of proper purchasing procedures as established by the State of North Carolina and GCS.

Considerable knowledge of the principals and practices of transportation management.

Considerable knowledge of federal, state and local laws, rules and regulations governing transportation operations.

Considerable knowledge of organization, functions and programs of the Transportation Department.

Considerable knowledge of the current literature, trends, and developments in the field of transportation management.

Working knowledge of the Transportation Information Management System (TIMS).

Ability to use common office machines.

Working knowledge of popular computer-driven word processing, spreadsheet, file maintenance and graphic programs.

Ability to effectively express ideas orally and in writing.

Ability to make oral presentations before large groups of people.

Ability to work with a variety of officials at different levels of government under differing managerial controls and at different physical locations.

Ability to exercise tact and courtesy in frequent contact with employees, agency representatives, and the general public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.