Reports to:	Director of Transportation
School/Department:	Transportation
Pay Grade:	Administrative Management AM2
Wage/hour status:	Exempt
Work Days:	226
Created/revised:	September 2017

Primary Purpose:
Assist the Director and Assistant Director of Transportation in supervising the office staff, drivers and attendants with route related concerns and personnel matters to ensure safe, reliable and efficient operation of the District's transportation department.

Qualifications:

Education/Certification:

- Bachelor's degree in Transportation Management, Business Administration, Public Administration, Education, or closely related field from an accredited college or university recognized by the US Department of Education.
    - Degree may be substituted for an equivalent combination of applicable education, training, and experience as approved by HR.
- Meet TEA qualifications for school bus drivers and maintain proper bus driving certification

Special Knowledge/Skills:

- Knowledge of and expertise in all Federal, State, and local laws regarding general education transportation
- Knowledge of the geography of Northeast Harris County and Humble ISD schools and streets/roads in particular
- Knowledge of Transfinder routing software and best practices.
- Knowledge of District and Transportation goals and guidelines
- Skill in managing staff, team building, operations, projects on a large scale
- Skill in gathering/organizing/analyzing/interpreting data, utilizing various statistical techniques, applying concepts to assist in formulating conclusions and developing recommendations and solutions
- Skill in providing, utilizing, and understanding complex and technical information and explaining effectively to a wide variety of stakeholders
- Skill in performing driver and route audits to manage hours and minimize overtime for employees
- Skill in assisting telephone/radio and walk in customers simultaneously using proper telephone etiquette and customer service techniques in a fast, friendly, and flexible manner
- Skill in MS Office (Word, Excel), internet resources, and other software such as TransFinder
- Skill in communicating effectively and clearly, both verbally and written, utilizing tact and diplomacy and remaining calm in emergency situations
- Skill in English grammar, spelling and punctuation (written and verbal) and proofreading
- Skill in navigating online mapping applications to provide accurate directions to specific locations and routes
- Ability to analyze situations accurately, troubleshoot, and adopt an effective course of action
- Ability to process a high volume of customers
- Ability to drive a school bus route as the needs of the business dictates.
- Ability manage multiple complex tasks simultaneously and independently to meet deadlines and exercise good judgment.

- Ability to perform duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with minimum supervision
- Ability to work under pressure situations and prioritize effectively
- Ability to comprehend complex systems and technical information
- Ability to maintain confidentiality of privileged and sensitive information
- Ability to maintain professional behavior, appearance, and work ethic to represent the school district in a positive manner at all times
- Ability to maintain effective working relationships with District staff, outside organizations, elected officials, and the general public.

Experience:

- Minimum three years in supervisory or lead role experience in transportation administration, preferably with public school districts.
- Experience as a bus driver preferred
- Bilingual in Spanish preferred

Major Responsibilities and Duties:

1. Supervise the daily assignment of bus routes and ensure adequate route coverage for the service center.
2. Supervise drivers and attendants to ensure each route is operated safely, timely and efficient.
3. Prioritize and ensure transit route and service commitments to and from school, between school, and extracurricular transport activities.
4. Communicate with campus and central office administrators concerning transportation matters.
5. Conduct conferences with parents, students, patrons, school administrators on issues concerning transportation matters.
6. Investigate, document, and submit reports on vehicle accidents and/or bus personnel/student matters.
7. Perform on-site inspections to ensure mechanical and safe operations of buses.
8. Coordinate driver/assistant training requirements, where applicable.
9. Monitor for accurate time and attendance records on all drivers and attendants.
10. Perform driver and route audits to manage hours and minimize overtime for employees.
11. Evaluate employee job performance to ensure effectiveness.
12. Notify bus drivers and attendants of any changes in bus routes and schedules.
13. Ensure that transportation operations are supportive of the instructional goals of the district.
14. Contribute to the recommendation of sound policies directed toward program improvement.
15. Make sound recommendations relative to personnel placement, transfer, retention and dismissal.
16. Assist with gathering information in investigations of school bus accident and bus safety reports.
17. Support all driver/attendant training programs to promote a safe work environment.
18. Ensure that all transportation equipment is in excellent operating condition.
19. Participate as an effective team member who contributes to district, department and content goals.
20. Demonstrate high standard of integrity, ethics and morals.
21. Display proficient levels of technology applications.
22. Maintain friendly customer service driven interaction with all stakeholders, students, teachers, administrators and co-workers.
23. Maintain a positive and professional tone in all communications (emails, written and verbally).
24. Ensure that programs are cost effective and funds are managed prudently.
25. Implement the policies established by federal and state law, State Board of Education guidelines, and Board policy in the area of transportation.
26. Assist with compiling, maintaining and filing all reports, records and other documents.
27. Maintain safety standards that conform to state, federal and insurance regulations.
28. Demonstrate support for the district's student management policies for student behavior related to transportation.

Communication
1. Maintain a positive and effective relationship with coworkers, supervisor, District officials and employees, outside agencies and organizations.
2. Provide outstanding customer service.
3. Maintain good judgment and decision making when dealing with supervisor, co-workers, District officials and employees, outside agencies and organizations.

Policy and Laws
1. Comply with all federal and state law, State Board of Education rule, and board policy in transportation area.
2. Comply with and apply applicable personnel policies.

Other
1. Maintain confidentiality of privileged and sensitive information when received and distributed to appropriate designees as directed by the Director of Transportation.
2. Attend professional growth activities to keep abreast of innovations related to position.
3. Maintain an organized work environment.
4. Perform other duties and accept responsibilities as assigned.

Supervisory Responsibilities:
1. Supervise and evaluate the performance of dispatchers, field trip coordinator, auxiliary drivers, route drivers and attendants.
2. Monitor employee time and ensure employees are properly clocking in/out according to assigned schedules.

Equipment Used:
Computer, printer, copier, telephone, scanner, two-way radio, multi-line telephone system, intercom school bus system, shredder, and fax machine.

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:
Maintain emotional control under stress.
Frequent interruptions.
Occasional travel outside of school boundaries along with district-wide travel.
Deadline driven workloads.
Frequent contact with staff, parents, community, and/or other district/campus employees.
Prolonged and irregular work hours – flexibility with schedule to include AM/PM/Weekend shifts and special projects to meet transportation operational needs.
Frequent walking, standing, climbing, stooping, bending, kneeling, reaching, heavy lifting, and carrying with lifting up to 25 lbs.
Daily attendance and punctuality are essential functions of the job.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____ Date _____

Reviewed by _____ Date _____