

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: ROUTE OPERATIONS SUPERVISOR TRANSPORTATION DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, performs supervisory and administrative functions while leading the Zone Operations Division of the Guilford County Schools Transportation Department. Work involves determining the right solutions for transporting students in grades K-12 to/from school; ensuring that school bus transportation is safe, efficient and cost effective; supervising the use of the Transportation Information Management System (TIMS) program for school bus routing; assisting with overseeing the training and recruiting of school bus drivers and departmental safety training provided for students; developing and recommending new approaches and ideas to meet changing transportation needs; and establishing and maintaining solid lines of communication to superior/lateral/subordinate transportation staff members. This position reports directly to the Assistant Director of Transportation.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises and assists in the planning of all school bus transportation to/from school for students in grades pre-K through 12.

Provides direct supervision to the school bus Zone Transportation Supervisors, Zone Routing Specialists and school bus drivers to ensure a safe efficient transportation system.

Provides input regarding training and recruiting efforts to ensure proper safety training is provided for school bus drivers, safety assistants, and students.

Following the principles of “Respective and Responsive Service”, receives and responds to concerns generated by parents, zone personnel, and the general public regarding school bus operations.

Assists with ensuring that an adequate supply of available drivers is maintained.

Recommends new approaches and ideas to improve school bus transportation efficiencies, policies and procedures.

Supervises the implementation of school bus transportation policy and procedure.

Conducts regular staff meetings to establish good communication and coordination of the school bus transportation effort.

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Establishes annual goals for the zone staff and provides the leadership and motivation to staff in achieving those goals.

Assists Zone Transportation Supervisors in developing school bus transportation services in the individual transportation feeder zones.

Supervises the planning and execution of inter-zone transportation services.

Coordinates bus operations with Vehicle Maintenance division to assure proper care, preventive maintenance, repair and refueling of buses.

Assists with the collection and preparation of necessary data, including student count, driver hours, and driver mileage.

Supervises school bus operations by direct supervision of the Zone Transportation Supervisors and by personal observation of daily operations.

Plans and reviews bus stops, runs, and routes to ensure compliance with applicable state statutes and local board policies.

Plans professional development for zone staff, school bus drivers and safety assistants.

Assists with the selection and placement of new and reassigned employees. In the interest of equal employment opportunity, conducts a central promotion board for school bus drivers and safety assistants. Makes recommendations for promotion to Human Resources through the director of transportation.

Ensures that an annual orientation and continued on-the-job training are provided to school bus drivers and safety assistants, including but not limited to required OSHA training. Ensures that cultural diversity and conflict resolution training is provided to all division employees on a recurring basis. Ensures that sensitivity training is provided to school bus drivers and safety assistants who transport exceptional children.

Assists with the preparation and submission of Operations Division payroll documentation to the Finance Department. Provides for the quality control of time and attendance documents to ensure only Human Resource approved employees operate school buses (tort liability implications) and to ensure accuracy of employee time accounting.

Assures that all required school bus drivers and safety assistants have prepared necessary personnel matriculation forms and that these forms are filed with the Human Resources office.

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Investigates complaints against Operations Division personnel and makes recommendations to the assistant director of transportation regarding these complaints.

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 investigation of accidents involving school buses and in the preparation and submission of accident reports.

Evaluates, approves and documents zone operations staff performance.

Assists with the coordination and publication of updated school bus schedules to principals and parents.

Receives, reviews, and resolves parent complaints regarding bus stops, runs, and schedule problems.

Represents the Transportation Department on school-based assessment committees when transportation needs are under consideration for inclusion in the child's Individual Educational Plan.

Reviews and evaluates materials for the continuing education of school bus drivers and other Operations personnel. Assists with updating the Handbook for the School Bus Driver and the Safety Assistant.

Coordinates the gathering of information regarding road and travel conditions when inclement weather may interrupt or alter the school schedule.

Assists in making recommendations regarding school closings and delays due to inclement weather.

Assists in monitoring the allocation of budgeted funds for office supplies utilized by zone transportation staff.

Assists as needed in carrying out the drug and alcohol testing program for school bus drivers as mandated by local board policy, state school board policy, and federal law.

ADDITIONAL JOB FUNCTIONS

Presents a positive public image to the community.

Performs other related duties as required.

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MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in transportation management or business administration or a related field with 3 to 5 years of training or experience in management, transportation supervision, routing, budgeting, and computers; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

MINIMUM QUALIFICATION OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including computers, typewriters, copiers, facsimile machines, etc. Must be able to exert a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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 instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of correspondence, reports, ordinances, forms, charts, etc. Requires the ability to prepare correspondence, reports, budgets, personnel records, requests for proposals, 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

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in a variety of technical or professional languages including insurance, personnel and governmental terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to utilize decimals and percentages; and to interpret various forms of mathematical data.

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: Does not require 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.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of state and local laws, rules and regulations governing school system transportation.

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

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

Considerable knowledge of administrative, managerial and supervisory practices and techniques involved in directing transportation programs and services.

Ability to use common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs.

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Ability to express ideas effectively both orally and in written form.

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, outside service vendors or 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.