

Administrative Procedure 458.3

ROLE OF TRANSPORTATION SERVICES OFFICER

Background

Guided by the Division's vision, mission, beliefs, values, and goals, the Transportation Services Officer works on behalf of the Office of the Superintendent and will assist the Manager of Transportation Services in fulfilling the general and specific aspects of the role description.

Procedures

The Transportation Services Officer is directly responsible and accountable to the Manager of Transportation Services.

The Transportation Services Officer will have specific responsibilities for:

1. Transportation Services:
 - 1.1 Provides administrative support including, but not limited to, answering phones and radios, transferring calls, filing, and greeting guests with a focus on customer service.
 - 1.2 Maintains a high level of confidentiality while dealing with Transportation Services record keeping, for the purposes of Payroll/HR and Technology Department use.
 - 1.3 Manages and monitors software databases such as Bus Planner, Atrieve, GPS and SIS.
 - 1.4 Collects fees and administers Bus registrations.
 - 1.5 Supports the Transportation Manager to address various transportation concerns, emergencies and communications.
 - 1.6 Supports the Transportation Manager to prepare reports for the Board including the presentation of appeals
 - 1.7 Ensures compliance with all regulatory bodies/agencies (NSC, CVIS, Alberta Infrastructure, Motor Transport).
 - 1.8 Provides support to ensure that each student is provided with a welcoming, caring, respectful and safe riding environment.
 - 1.9 Provides leadership on all matters related to Transportation Services.
 - 1.10 Provides administrative support to other departments within GYPSD, as required
2. Human Resources Management
 - 2.1 Support the Manager of Transportation in the supervision and evaluation of bus drivers and mechanics.
3. Fiscal Responsibility
 - 3.1 Demonstrates inventory and purchasing control.

- 3.2 Supports the Transportation Manager with maintaining cost records on all Division vehicles.
 - 3.3 Ensures that all bus routes are accurate in kilometres travelled.
 - 3.4 Supports the Manager of Transportation to ensure that transportation grant submissions are accurate and timely.
 - 3.5 Supports the Manager of Transportation to ensure that all accounts payable are approved prior to release of payment.
 - 3.6 Operates in a fiscally prudent and responsible manner.
4. Policy/Administrative Procedures
 - 4.1 Ensures the application of Board Policies and Administrative Procedures as required in the performance of duties.
 - 4.2 Provides suggestions for amendments and Administrative Procedures related to Transportation.
5. Organizational Management
 - 5.1 Contributes to a Division culture, which facilitates positive results, effectively handles emergencies, and supports crisis management efforts in a team-oriented, collaborative and cohesive fashion.
 - 5.2 Maintains records and completes such forms as are required by legislation.
 - 5.3 Supports the Manager of Transportation to handle emergencies and crises in a team-oriented fashion.
6. Communications and Community Relations
 - 6.1 Possess the skills to identify and mitigate effective conflict resolution.
 - 6.2 Supports the Manager of Transportation to take appropriate actions to ensure open and transparent internal and external communications are developed and maintained in areas of responsibility.
 - 6.3 Supports the Manager of Transportation to ensure parents, students and staff have a high level of satisfaction with the services provided and with the responsiveness of the Transportation Services department.
 - 6.4 Provides school bus transportation information to the public; manages school bus route status on Division website.
 - 6.5 Supports the Manager of Transportation to respond promptly and objectively to complaints/concerns received from parents, general public, principals, elected representatives, students and bus drivers and at all times acts in a manner that will enhance public relations and confidence in the Division transportation system.
7. Manager of Transportation Relations
 - 7.1 Establishes and maintains positive, professional working relations with the Manager of Transportation Services.
 - 7.2 Provides the information the Manager of Transportation Services requires to perform their role in an exemplary fashion.
 - 7.3 Handles other duties as assigned by the Manager of Transportation Services.

8. Superintendent and Senior Administration Relations
 - 8.1 Establishes and maintains positive, professional working relations with the Superintendent and Senior Administration.
 - 8.2 Respects and honours the Superintendent and Senior Administration Roles and Responsibilities.
 - 8.3 Provides information, which the Superintendent and Senior Administration requires, to perform their roles in an exemplary fashion.
9. Leadership Practices
 - 9.1 Exhibits a high level of personal, professional and organizational integrity.
 - 9.2 Develops and implements a personal professional growth plan for their ongoing professional improvement.
10. Other Duties and Obligations
 - 10.1 Provides administrative support to other departments as requested.
 - 10.2 Performs other duties and obligations as assigned by the Superintendent.

References: Section 11,33,52,53,68,196,197,204,222,225 Education Act
Employment Standards Code
Freedom of Information and Protection of Privacy Act
Labour Relations Code
Occupational Health and Safety Act
Traffic Safety Act
School Bus Operation Regulation
Student Transportation Regulation
National Safety Code (Canada)
Funding Manual for School Authorities

Approved: November 2005

Amended: June 20, 2007; March 21, 2018; July 1, 2018; July 3, 2020; November 16, 2020