

TRANSPORTATION OPERATIONS MANAGER

JOB STATUS: OPEN

POSTING DATE: 10/26/2021

CLOSING DATE: 11/23/2021 05:00 PM

POSTING NUMBER: E/21/22-38.80.1

LOCATION: Transportation Department

POSITION TITLE: TRANSPORTATION OPERATIONS MANAGER

JOB DESCRIPTION:

Arlington Public Schools (APS) requires all employees to be fully vaccinated against COVID-19 unless a medical or religious exemption is approved. Being fully vaccinated means that an individual is at least two weeks past their final dose of an authorized COVID-19 vaccine regimen (i.e. Pfizer, Moderna, and/or Johnson and Johnson). As a condition of employment, newly hired employees will be required to provide proof of their COVID-19 vaccination.

Human Resources announces an opening for the position of Transportation Operations Manager in the Transportation department. This is a E-9, twelve-month position.

DISTINGUISHING FEATURES OF WORK

The Transportation Operations Manager manages all day-to-day functions and activities of Bus Operations, which include the following main functions bus driver training, dispatch, student transport, field trip coordination, safety training, and directly related administrative and operational activities (e.g. accident reporting, bus maintenance coordination with the maintenance/repair service agency). Ensures that transport of students is accomplished safely, timely, effectively, and efficiently. Directly supervises the Head Dispatcher and the Cluster Lead Drivers. Indirectly supervises (at the second level of supervision), mainly school bus drivers and bus attendants. Ensures coverage of all functions and all bus routes within each cluster (group of bus routes) as well as special events, such as field trips. Coordinates within Transportation Services (across the functional domains of Transportation Planning and Administrative Services, which report directly to the Director of Transportation Services) to help ensure effective teamwork and operational excellence. Coordinates externally across APS to ensure that student transport needs are being met by Bus Operations and to prepare for changes affecting Bus Operations. Performs related functions as assigned.

The Transportation Operations Manager reports to the Director Transportation Services. Work comes to the incumbent through established flows and by specific assignment, typically in terms of priorities, objectives, resources, timelines, expected results, and other considerations/parameters. The incumbent independently plans and carries out work, makes decisions and recommendations within the scope of authority, keeps the Director, Transportation Services informed and brings particularly complex or sensitive issues or problems forward for guidance or resolution. Work is reviewed in terms of quality, quantity, timeliness, customer service, attainment of key student (PreK-12) transportation objectives, adherence to programmatic requirements and other factors. Recommendations and decisions are expected to reflect sound analyses. The work directly (through student transport) and significantly impacts instructional operations, APS-wide. The incumbent has employee supervisory responsibilities, such as planning/assigning/reviewing work of the staff of Bus Operations. The incumbent is indirectly responsible for the safe, timely, and efficient transport of APS students in routine and non-routine circumstances.

RESPONSIBILITIES:

ILLUSTRATIVE EXAMPLES OF WORK (May not include all duties performed – These are intended as an illustration of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Recommends hiring of, and other personnel actions concerning, bus operations staff (bus drivers, bus attendants, bus driver trainers, and bus dispatchers) of Transportation Services; trains, assigns, reviews, and evaluates the work of this staff, and performs related supervisory functions.
- Plans, directs, and controls use of school buses for field trips.
- Maintains situational awareness (weather, traffic, roadwork, early-late school openings and closings, etc.) to make rapid, effective adjustments to transportation services in alignment with 'environmental' conditions and instructional operations.
- Maintains staff seniority list for extra work assignments
- Maintains calendar of leave for drivers and attendants; dispatches and assigns routes and buses to substitute drivers.
- Monitors two-way radio communication while buses are enroute.
- Prepares and maintains mileage and passenger data records and related cost information.
- Assists in gathering data to facilitate the decision on opening schools during inclement weather.
- Serves as bus driver during emergencies.
- Prepares, or reviews and approves, detailed driver training management plans and operations – scheduling of training, content of training plans and lesson plans (including training materials), documentation of training given and attendance.
- Coordinates with Administrative Services Coordinator on personnel and training record keeping.
- Observes driver training and assesses quality and effectiveness of training.
- Observes student transportation operations in the field, as well as Cluster Lead Driver activities in the field – plans observations, drives to sites (or rides along), responds to special situations and emergencies, makes observations, documents them (including smooth, analyses shortcomings and sub-optimum situations and identifies potential improvements, takes corrective-improvement actions within scope of his or her authority or makes recommendations to the Director, Transportation Services and, upon approval, implements changes.
- Reviews complaints from APS administrators, parents and others regarding day-to-day transport operations.

- Stays abreast of developments directly affecting APS school transportation including but not limited to driving, dispatching, and training requirements, standards and issues emanating from the Virginia Departments of Motor Vehicles, the School Board and other APS officials, parent groups, and other sources. This includes changes in licensing or training requirements.
- Coordinates with Transportation Planning on short- and long-term effects of scheduled and unplanned road work, and route and boundary planning, and takes appropriate action or notes potential impact on operations.
- Acts as, or for, the Director of Transportation Services, as assigned.
- Uses a computer, telecommunications devices, and audio-visual equipment for training and for various office functions – planning, scheduling, communicating, word processing, researching, spreadsheet applications, presentations, etc.
- Performs related duties, as assigned or needed.

EXPERIENCE:

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Experience working with students, families, and staff from various cultural and linguistic backgrounds.
- Knowledge of, and skill in, managing programs, people and resources in the effective provision of student transport services in support of instructional operations, APS-wide; or ability to rapidly acquire such knowledge/skill. This includes knowledge of/skill in supervision at the first-level and second-level of supervision to supervise subordinates.
- Knowledge of school bus transportation needs of regular and special education students (including students with special transport needs) and bus transportation operations (such as routing, dispatching, operator level checks and services, safe bus operation and student safety) to supervise day-to-day PreK-12 student transport operations.
- Knowledge of, or ability to rapidly acquire knowledge of, key Federal, State, and local laws/regulations, Arlington School Board policies, and policy implementation procedures (PIPs), initiatives, guidelines, and standards applying to PreK-12 student transport. These include but are not limited to knowledge of Federal requirements and standards governing transportation accessibility, APS PIP 50.5-1 (Pupil Transportation), transportation issues related to support of students with special needs under APS PIP 25-4.4 (Special Education Programs and Services), applicable CDL permit requirements, state/local bus driver training requirements, traffic laws, basic motor vehicle operation regulations and the rules of the road, school bus operator level checks (such as pre-trip inspections) and services, emergency procedures for school bus drivers, and bus maintenance and repair protocols with Arlington County (or other serving agency), altogether, in sufficient breadth and depth to ensure compliance with transportation requirements/standards of the Federal government, the Virginia Department of Motor Vehicles (DMV), the Virginia Department of Education and APS, to ensure Bus Operations alignment with APS instructional operations, to ensure APS driver training alignment with Federal, Virginia, and County requirements, to track training costs, to provide budget input, and to perform related functions.
- Knowledge of, or ability to rapidly acquire knowledge of, road networks, traffic patterns, locations of schools (and key transport-related factors linked to them) and related geographic and demographic information pertinent to transport of PreK-12 students in Arlington County, altogether to plan and supervise day-to-day student transport operations of APS.
- Knowledge of, and skill in, school bus driving (including operation of passenger buses exceeding 16 passengers and use of air brakes) to serve as a Cluster Lead Driver or a bus driver, on an as-needed basis. This includes operator level checks and services.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes ability to recognize subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions. Examples include using quantitative and non-quantitative measures to assess effectiveness of transportation services; adjusting services consistent with priorities and 'environmental' conditions; overseeing the planning of, and evaluating, bus driver dispatch and training; coordinating internally with Transportation Planning; and ensuring that subordinates have the support to enable them to work effectively.
- Skill in written communication to understand written information (including instructions, descriptions and ideas), and to express such information in writing so that others will understand and, at times, be convinced or persuaded. Examples include reading technical manuals, route plans, dispatch reports, driver training plans/reports, bus maintenance status reports and routine correspondence; and writing reports, procedures and personnel management information (such as performance evaluation comments), writing routine and non-routine correspondence, etc.
- Skill in oral communication to understand verbal information (including instructions, descriptions and ideas), and to express such information verbally to diverse audiences so they will understand and, as pertinent to the situation, be convinced or persuaded. This includes skill in issuing clear, complete and concise operational instructions to subordinates, conducting classroom or 'opportunity' training to bus drivers, and coordinating with APS administrators and staff on an array of operational and administrative matters; and the ability to listen 'actively' and encourage effective oral communication by others, such as subordinate employees concerning procedures, practices, performance management issues and other matters.
- Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner by establishing and maintaining effective working relationships and working in harmony with supervisors, staff, students and the general public.
- Ability and willingness to work under pressure of recurring deadlines and short- or no-notice changes, such as weather related late openings and early closings, as well as sub-optimum staffing/other resourcing, and other factors beyond one's control that adversely impact functions/services within one's area(s) of responsibility.

QUALIFICATIONS:

MINIMUM EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- A Bachelor's degree in business, logistics management, transportation or any field related to the core duties and responsibilities of this class; or, an equivalent combination of education, experience and training.
- Five years of progressively responsible experience in management of ground transportation operations (or direct supervision of PreK-12 transportation operations) comparable to the size and scope of APS.
- Experience working with people of diverse backgrounds, and tailoring and delivering work products and services to meet the needs of diverse groups.
- Experience across driving, dispatching, and training domains.
- Knowledge, or ability to immediately gain knowledge, of Arlington County road networks, neighborhoods, school boundaries, and

other local information directly related to effective management of operations in transporting PreK-12 students.

LICENSE/CERTIFICATION

A Class B Commercial Driver's License (CDL), with passenger bus endorsement, air brake endorsement, and school bus endorsement. These requirements are subject to change by the Virginia Department of Motor Vehicles, or other authority, and are immediately effective upon change. Related requirements to the CDL and the Virginia School Bus Driver Certification include but are not limited to:

- Having and maintaining negative test results for alcohol and controlled substance use; and
- Possession of a satisfactory driving record that shows that:
 - * Within the preceding five (5) years, the driver has not been convicted of a charge of driving under the influence of alcohol or controlled substances (or a comparable or stronger infraction, such as driving while intoxicated);
 - * Has not been convicted of a felony, or has not been assigned to any alcohol safety action program or driver alcohol rehabilitation program, and
 - * Within the preceding twelve (12) months, the driver has not been convicted of two (2) or more moving traffic violations or has not been required to attend a driver improvement clinic by the Commissioner, Virginia Department of Motor Vehicles or any other authority in the Commonwealth or been required to attend a comparable clinic by comparable authority in another licensing jurisdiction.

CONTACT INFORMATION:

If you would like to apply to this position please follow these steps.

1. Log into your application and select the appropriate application (Current APS employees interested in transferring must select the **Employee Transfer Application**.) If you are a new online application user, please register with the online system, then proceed to **Step 2**.
2. Login to your application, select the appropriate application, click the **Start Application** button at the bottom of the page.
3. Click the **Continue/Save** button at the bottom of each web page until you reach the **Employment Openings** page of the application.
4. On the **Employment Openings** page, click the **Add Job** button.
5. Select the position you would like to apply for from the drop down list.
6. Click the **Add Another** button to add a different position to your application or if you have finished click the **Continue** button and proceed to **Step 7**.
7. Once you have finished selecting the job(s) click the **Continue** button at the bottom of each web page and submit the application. (You will need to complete the **Applicant Testimony and Applicant's Authorization Statement** every time you re-submit your application.)
8. Click the **Submit** button on the left.
9. Click the **Submit Application** button to finish applying for an APS position(s).
10. Please **do not contact** the schools regarding job openings.

Arlington Public Schools is an Equal Opportunity Employer

It is the policy of the Arlington School Board, as stated in Policy G-2.30, Employee Relations – Equal Employment Opportunity - that "Employment opportunities shall not be restricted, abridged or otherwise adversely affected on the basis of race, national origin, creed, color, religion, gender, age, economic status, sexual orientation, national origin, marital status, genetic information, gender identity or expression, and/or disability."

APPLY TO:

Please follow the instructions listed above.

SALARY: Salary range of \$70,181 to \$105,704 - Salary will be based on the FY2021-22 salary schedule

DAYS:

