

Job Posting Title **IRC155808**
Job Title **Transportation Support Specialist I**
Organization Name **HCPS - Department of Pupil Transportation**
About Us

Henrico County Public Schools is one of the six largest county public school divisions in Virginia with a nationally recognized educational program. Henrico County is a suburban community surrounding the city of Richmond, VA. We are 104 miles from the Atlantic Ocean to the east; 94 miles from the scenic Skyline Drive to the west; 106 miles from Washington, D.C. to the north; and 75 miles from the North Carolina border to the south.

Our Mission:

Henrico County Public Schools, an innovative leader in educational excellence, will actively engage our students in diverse learning experiences that inspire and empower them to become contributing citizens.

General Statement
of Duties

This vacancy is open until filled. An employee in this classification is responsible for one or more administrative functions in the Transportation Department. The employee's primary duty will be to acknowledge information requests and concerns in a timely manner. The employee will be expected to obtain the needed information and/or process the request to the proper supervisor. In all cases this employee will be responsible for tracking the progress of citizen inquiries until completion. Additionally, the employee will also provide support and expertise regarding outreach communications involving Transportation concerns and the Parent App, vehicle video system oversight, Bus tablet and Global Positioning System (GPS). The Transportation Operations Specialist generally works independently, coordinating and collaborating as needed with other transportation staff to successfully accomplish assigned duties and referring only unusual or nonstandard matters to the appropriate supervisor.

Essential Duties

- Oversees GPS/Concern registry/Parent App hardware and software components and responds to issues experienced by HCPS staff and Parents.
- Develops a long-range plan for all components of the GPS/Issuetrak/Parent App projects including installation, training, and support.
- Ensures all GPS map data is uploaded on a regular basis and available to all HCPS users and provides general help desk support for users.
- Receives from the community (including other school division staff, parents and non-parents) request for information or complaints daily.
- Maintains a database of customer communications and generates reports as required and tracks progress of information requests or complaints.
- Maintains communication with parents, citizens, or others as requests are being processed provides response afterview as appropriate.
- Prepares and deploys communications to transportation staff and the community at the direction of Director of Transportation or designee.
- Supports other Transportation division elements with communications to other school division staff and the Community.
- Works with Department staff to solve challenging bus assignment issues, such as McKinney-Vento or out-of-zone students.
- Works closely with other departments within the County, School Division and the public on issues related to school bus routing.
- Effectively communicates with schools and other outside agencies on issues related to student transportation.
- Assists in solving issues such as overcrowding on buses or balancing loads to meet bell schedules.

- Assists with the preparation and distribution of route information to Department staff, bus drivers and parents.
- Assists with special projects to analyze changes in bell schedules and school zone attendance boundaries.
- Creates and presents key performance indicator reports.
- Initiates periodic research studies, compiles and analyzes data and assists/supervises the completion of appropriate reports voluntarily or as required by the Director of Pupil Transportation or designee.
- Attends work regularly.
- Performs related work as assigned.

Minimum
Qualifications

High School Diploma or GED required, Five (5) years of progressively responsible experience in customer service or customer relations field, Must have excellent computer skills utilizing Microsoft Office suite, Office 365 email, Google Docs and working knowledge or ability to learn a computerized Routing/GPS system, Must have excellent verbal and written communication skills; to establish effective working relationships with staff and the general public; and to manage a core transportation area, Experience with and knowledge of pupil transportation operations and procedures or, any equivalent combination of experience and training which provides the required knowledge, skills and abilities, Must have ability to work independently with limited supervision.

Additional
Information

This is a full-time 260-day (12 month) position located in the Department of Transportation. The minimum salary for this position is \$47,266.46 (prorated based on start date) or subject to HCPS promotional policy.

How To Apply

To be considered for the listed vacancy, Click [HERE](#) and search **IRC155808**