

## **NIPISSING-PARRY SOUND STUDENT TRANSPORTATION SERVICES**

The Nipissing-Parry Sound Student Transportation Services (NPSSTS) is a consortium established by four member school boards for the purpose of providing daily transportation services to approximately 13,500 students to 76 school sites.

**POSITION TITLE:** OPERATIONS MANAGER

**IMMEDIATE SUPERVISOR:** GENERAL MANAGER

**DATE:** JANUARY 2010

### **JOB DESCRIPTION:**

Reporting to the General Manager, the incumbent will be responsible for planning, organizing, supervising and monitoring the provision of transportation services to eligible students in accordance with the policies and guidelines of the NPSSTS and its member School Boards. The incumbent will oversee and ensure the integrity of the computer infrastructure including the mapping functions and routing software. The Operations Manager will act as the General Manager during his absences.

### **DUTIES:**

- Administers and coordinates all operational activities related to school transportation;
- Oversees the route planning activities including selection of projects for optimization, recommendation of bell times and operator allocations to maximize efficiencies;
- Ensures the establishment, maintenance and ongoing evaluation of all transportation routes to schools, including variations to services for students with special needs;
- Oversees and monitors the NPSSTS' transportation system and daily route planning activities to ensure connectivity and reliability, and to provide information if increases are required to maintain effectiveness and efficiency;
- Oversees and monitors service provision, including physical inspection of routes and stops, in compliance with NPSSTS, member Boards and Ministry of Transportation policies and legislated safety standards;
- Oversees and monitors bus operator compliance to contracted routes including mechanical maintenance of all contracted buses and related vehicles so that service and safety standards are being maintained;
- Administers and coordinates information technology relating to the NPSSTS' computerized transportation and administrative systems;
- Meets with parents/students/school personnel to resolve disputes and complaints;
- Liaises with school personnel, member Boards representatives, bus and taxi operators, police, and parents regarding service planning, and provides information and support as required;
- Ensures compliance with Health and Safety Regulations;

- Studies and remains apprised of relevant Ministry of Transportation (Ontario) legislation and regulations, particularly the Highway Traffic Act, and ensures that they are complied with;
- Participates in the promotion of safety programs for all students transported by the NPSSTS;
- Investigates all accidents and incidents involving school buses, school taxis and/or school bus drivers and school taxi drivers;
- Remains apprised of the procedures, policies and guidelines of the NPSSTS and its member Boards;
- Supervises the activities of the Route Planning Coordinator, Route Planners, Data and Systems Administrator, and the Communication and Safety Coordinator, and evaluates performance and training needs;
- Assists the General Manager in the NPSSTS' budget planning and monitoring;
- Assists the General Manager in preparing statistical, financial, administrative and other reports, in particular those that support provincial government funding calculation;
- Provides back-up, direction and assistance in the absence of the General Manager;
- Performs other related duties as assigned.

#### **QUALIFICATIONS:**

- Three year post secondary degree in Business Administration, Planning, GIS or a combination of equivalent education and work experience;
- Ontario Association of School Business Officials (OASBO) certificate in Pupil Transportation Management is an asset;
- Knowledge of pertinent NPSSTS and member Boards policies, directives and procedures.

#### **PREVIOUS WORK EXPERIENCE:**

- 2 to 5 years of work experience in student transportation;
- 3 years of management experience in transportation;
- Supervision experience.

#### **SKILLS:**

- Demonstrated tact, diplomacy, discretion, good judgement, initiative, and problem solving skills;
- Good interpersonal skills;
- Extensive research, problem solving and analytical skills;
- Strong report writing and presentation skills;
- The ability to prioritize work;
- Able to deal with stressful situations;
- Excellent communication skills, verbal and written, in both official languages are an asset;
- Ability to work cooperatively with NPSSTS staff and member Boards' personnel, transportation service providers, parents and community representatives;

- Excellent map reading skills;
- Ability to work independently;
- Ability to work effectively in teams;
- Demonstrated advanced computer skills using software applications.

**SUPERVISION:**

- Persons supervised: 6

**POSITION CLASSIFICATION:**

- In accordance with the NPSSTS' salary grid for Operations Manager.

To apply, please forward a résumé, cover letter and the name and contact information of at least three professional references **by 4:30 pm on Friday, February 12, 2010** to:

**Human Resources**  
**Nipissing-Parry Sound Student Transportation Services**  
**1870 Bond St., Suite 201, North Bay, Ontario, P1B 4V6**  
**Fax: (705) 472-3170 E-mail: [info@npssts.ca](mailto:info@npssts.ca)**

*We thank all applicants for their interest, however, only those selected for an interview will be contacted. All offers of employment are conditional upon receipt of an original criminal background and vulnerable sector check acceptable to the NPSSTS.*