



Nipissing-Parry Sound Student Transportation Services North Bay, Ontario

Chief Administrative Officer Job Description

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 15,000 students to 72 school sites.

Reporting to the Board of Directors, the Chief Administrative Officer is responsible for the formulation of the NPSSTS strategic and operational plans and is responsible for the management and direction of the contracted transportation by ensuring the most efficient and cost effective provision of the services. The Chief Administrative Officer will actively promote and enhance the image of the NPSSTS and establish links with customers, other public institutions and professional associations.

Responsible for developing, formulating and recommending progressive policies, the Chief Administrative Officer will ensure adherence to NPSSTS and member school board policies and maintain the Consortium's integrity, facilitate standardization, provide technical, advisory and consultative services to staff and customers regarding transportation procedures, and proactively manage service contracts to ensure the highest levels of student safety and satisfaction.

The mandate of the NPSSTS is to ensure the provision of safe and efficient bus and other school purpose vehicle (SPV) transportation for qualified students.

PROFILE:

The ideal candidate should demonstrate excellent leadership skills and superior written and oral skills in both official languages, recognize and respect the cultural differences of all stakeholders, possess the ability to adapt to and manage systemic changes, have proven negotiation skills, be innovative, creative and entrepreneurial. The candidate should have first hand knowledge of the needs of public service organizations as well as not for profit separate entities, the ability to manage multiple tasks and projects, enthusiasm and passion to excel with results oriented work ethic.

CORE COMPETENCIES:

- Customer Focus
- Communication
- Energy and Stress
- Team Work
- Quality Orientation
- Time Management
- Adaptability / Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing

- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Laws, Rules and Regulations
- Mathematical Reasoning
- Development and Continual Learning

JOB DESCRIPTION:

The Chief Administrative Officer reports to the Board of Directors and is accountable for planning, monitoring and directing all activities related to the transportation of students for the NPSSTS in accordance with the policies and guidelines of the four member Boards.

Supervision/Leadership:

- Supervisory scope includes the Operations Manager, Executive Assistant and Accounting and Payroll Clerk, and indirect supervision of the Database and System Administrator, Route Supervisor, Safety Officer and Route Planners.
- Provides leadership, vision, support, mentorship and effective management of the personnel within the Consortium.
- Ensures the efficient operation of the transportation office.
- Hires/terminates Consortium staff and takes disciplinary action as required.
- Evaluates employee performance and encourages the ongoing professional development of staff.
- Works and directs work in keeping compliance with applicable employment legislation, including, but not limited to, the Employment Standards Act, Occupational Health and Safety Act, Highway Traffic Act, Ontario Human Rights Code, Ontario with Disabilities Act (AODA) and in keeping with policies, guidelines and procedures set out by the NPSSTS and the respective member School Boards.
- As a high level communicator who excels in all internal and external communications, acts as the primary NPSSTS liaison when dealing with public relations, media, internal and external stakeholders including the Union, developing solutions and carrying out implementation.
- Provides the Board with timely information of all operational events that are publicly visible, anticipated media coverage, threatened or pending lawsuits.
- Strives to provide an equitable level of service to all students served by the NPSSTS, while keeping in mind the levels of service stipulated in each Board's policies and guidelines.

- Leads and actively participates in collective bargaining.

General Administration

- Serves as chief resource person to the NPSSTS' Operations Committee.
- Chairs the Operations Committee meetings and provides an agenda and input for Consortium meetings as required.
- Recommends, reports and implements action items to the Operations Committee on matters such as guidelines and procedures, performance, compensation and working conditions for the NPSSTS staff and agents under contract to the NPSSTS.
- Assists in the periodic review of member Boards' transportation policies, school organization and boundaries, including start times, providing advice and recommendations with respect to transportation issues.
- Develops multi-year strategic and operational plans for the Consortium.
- Responds to transportation requests from member Boards in keeping with the NPSSTS policies, guidelines and procedures.
- Oversees the first stage of the appeal process in cases where a parent/guardian disagrees with the way in which guidelines and procedures have been applied by the NPSSTS.
- Reviews the transportation system on a regular basis with a view to increasing effectiveness and efficiency and in consideration of the member School Boards' transportation policies.
- Remains apprised of relevant Ministry of Education and Ministry of Transportation legislation and regulations, particularly the Highway Traffic Act, and ensures compliance with same.
- Procures transportation services or negotiates contracts with transportation service providers in accordance with Consortium and School Board policies and guidelines.
- Prepares guidelines for bus and SPV companies to ensure adherence to relevant Ministry and School Board directives and ensures agents under contract to the NPSSTS are in compliance with contractual obligations.
- Represents the NPSSTS on related committees at the municipal and provincial levels as required.
- Oversees all business functions (Human Resources, Procurement, Finances, Health & Safety, Operational, etc.) and approvals on behalf of the NPSSTS.
- Maintains good working relationships with Regional/Municipal and Government authorities to ensure the safety and security of the student transportation system.

Safety:

- Ensures the organization of workshops, as required, on school bus safety/security for all new contractors and school bus drivers.
- Makes decisions, in consultation with the Operations Manager and bus and SPV contractors, pertaining to transportation cancellations due to inclement weather conditions.
- Ensures annual orientation sessions for new school bus riders.
- Supports the promotion of student safety (i.e. workshops, brochures, etc.).
- Ensures all transported students receive adequate school bus safety training by acquiring or developing effective programs and monitoring their delivery.
- Ensures all students with special needs receive the attention they require.
- Ensures all accidents and incidents involving school buses, SPVs and/or school transportation vehicle drivers are properly investigated; follow-ups on, or ensures appropriate follow-up on all complaints and inquiries.
- Maintains an effective working relationship with Police Services and other relevant authorities for the purpose of ensuring the safety and security of the school transportation system.

Budget:

- With a high level of expertise in Operations; develops and manages budgets in excess of \$18 million.
- Strategic planning along with the ability to assume responsibility for the development of budgets, implementing cost controls and developing measures to ensure financial targets are met, are essential skills.
- Strong grasp of financial and analytical concepts including reporting structures and new implementations.
- Ensures that the Contract Operator payment system reflects the conditions of the Agreement for Transportation, and the apportionment of the costs to each Board is in accordance with the NPSSTS formula.
- Provides quarterly expenditure forecasts as required.
- Responsible for expenses and invoices concerning school transportation.

Reports:

- Prepares statistical, financial, administrative and other reports, in particular those that support provincial government funding calculations.

- Develops and maintains Key Performance Indicators (KPI) and provides a general synopsis of the health of the transportation system at the Annual General Meeting of Members.
- Notifies all stakeholders of changes to transportation policies, guidelines and procedures.
- Liaises with school principals on all matters relating to student transportation, including adjustments to school start and finish times.
- Prepares governance reports and recommendations to the Board of Directors.
- Ensures the preparation and distribution of transportation information to schools, parents/guardians, and operators for the September start-up and throughout the year.
- Ensures that parents/guardians and schools receive reasonable notice of any changes and that the changes are explained in a clear and concise manner.
- Maintains statistical route information for payment to the operators and budgeting purposes.
- Prepares and responds to surveys for the Ministry of Education and other transportation agencies.
- Provides analyses, reports and recommendations to member Boards.

Public Relations

- Acts as the primary spokesperson concerning matters related to the Consortium.
- Liaises with and fosters positive relationships with stakeholders and senior School Board officials regarding all matters involving student transportation.
- Attends and/or chairs meetings, as required on behalf of the Consortium.
- Serves as the chief contact for the Consortium participation in emergency planning activities.
- Maintains positive community relationships and fosters expanded relations with potential partners and allies in the provision of student transportation.

Performs other related duties as assigned by the Board of Directors for the Transportation Consortium.

Qualifications:

The ideal candidate for the Chief Administrative Officer position should possess the following qualifications and experience:

- University degree in Business Administration, Planning or a related discipline.
- Minimum of five years of senior management experience, preferably in a student transportation environment.
- Knowledge of public sector contracting, negotiation and procurement, budgeting, finance and accounting procedures, human resources administration, public relations, customer service and information technology.
- Demonstrated strong written, oral and interpersonal communication and organizational skills including report writing, presentation skills and group facilitation skills, in both official languages (English and French).
- Knowledge of the school bus transportation industry and related government regulations and requirements.
- Exhibits strong and confident decision making skills while respecting the uniqueness of each Board;
- Strong supply management abilities and experience utilizing a variety of resources.
- Knowledge of competitive procurement, ideally including public sector experience.
- Demonstrated experience collaborating with supporting entities (e.g. Unions, Board of Directors, Trustees, Schools).
- Facility with a variety of computer programs (i.e. specialized transportation software, Windows XP, MS Office, SAGE, Internet Explorer etc.).
- Demonstrated research, analytical and strategic planning skills.
- Experience in the administration of collective agreements, policy development and implementation.
- Proven supervisory experience with strong leadership, mentoring and team building skills.
- Demonstrated tact, diplomacy, emotional intelligence and initiative.
- Experience managing under the Carver Policy Governance Model.
- Demonstrated customer service skills.
- Ability to effectively manage multiple priorities.
- Ability to effectively apply outlined policy, guidelines and procedures to ensure most effective course of action.

The Chief Administrative Officer is a full-time permanent position that oversees a staff of nine and offers a competitive salary and comprehensive benefit package. The starting salary will be commensurate with the qualifications and experience the successful candidate brings to this position.

Resumes as well as a professional letter of reference quoting competition NPSSTS #2017CAO, must be submitted by 4:00 pm on **November 30, 2017** to:

Mrs. Grace Barnhardt, Chair
Nipissing-Parry Sound Student Transportation Services
685 Bloem St., North Bay, Ontario, P1B 4Z5
Fax: (705) 472-3170 E-mail: info@npssts.ca

We thank all applicants for their interest, but only those selected for an interview will be contacted.

No agencies or telephone calls, please.

The successful applicant is required to provide a satisfactory criminal reference check as a condition of employment.

We are an equal opportunity employer and adhere to fair employment practices.