



JOB TITLE	DEPARTMENT	REPORTS TO
Operations Manager – Call Center	Transportation	Director of Transportation

Position No: 78013	Length of Work Year: 12 Months
Salary Schedule: V2S	Date Approved: 12/12/17
FSLA: Exempt	Date Revised: 1/11/18

JOB GOAL
Perform managerial and supervisory duties for the Transportation Department's call center.

MINIMUM QUALIFICATIONS

1. High school diploma or equivalent. Bachelor's degree preferred.
2. Valid Florida Driver's License.
3. Thorough understanding of call-center operations, including the development of processes and data-elements to permit the monitoring and evaluation of call-center employees.
4. Experience working with technology used in transportation and call center operations.
5. Minimum of five (5) years of successful supervisory experience related to call-center and customer-service related operations.
6. Ability to follow and give instructions (verbal and written) in the completion of an assigned task.
7. Knowledge of district geography preferred, along with customer service background.
8. Ability to perform the functions of the position.

DUTIES AND RESPONSIBILITIES

1. Has the primary responsibility to implement the efficient operation of the Transportation Department's call center.
2. Supervise the daily operation of the coverage of routes where the regular employee is absent.
3. Produce School Messenger calls as needed to facilitate mass communications to parents.
4. Maintain positive customer service environment using call center and technology to provide accurate and timely communications with school bus drivers, bus aides, schools, district staff, parents, law enforcement and the public in matters concerning transportation.
5. Assists with maintaining up to date substitute vehicle and driver information in transportation databases.
6. Serves on various District and community committees to advocate for the District's interests and to assess the impact on the transportation operation.
7. Analyzes various reports and software to assess effectiveness of department in fulfilling its responsibilities.
8. To perform assigned tasks in a timely and efficient manner with a high standard of quality.
9. To perform other duties as assigned by the supervisor.

PHYSICAL DEMAND CLASS:

Light (L) - Frequent lifting and carrying of objects weighing 10 pounds or less. Infrequent lifting and carrying of objects weighing 11-35 pounds. Frequent walking and/or standing is required to carry out duties.