Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 5/9/2023

Coordinator, Transportation (Outreach Communications)

Pay Scale: B
Level: 16
FLSA Status: Exempt
Job Family: Transportation
Primary Location: Transportation

Department Overview
The Department of Support Services supports the learning environment by providing high-quality, safe, comfortable, well-maintained educational facilities and grounds, and safe student transportation. Providing timely, responsive, effective, and professional support to our students, teachers, staff, and community is our department's goal and one of our core values. The department includes the following teams: Construction Services, Facilities Services, Management and Coordination, Planning Services, and Transportation.

Job Overview
The Transportation Coordinator for Outreach Communications is responsible for managing the LCPS Complaint/Concern Registry and acting as the community spokesperson for the Department of Transportation. This position will work to ensure all parental and citizen concerns or complaints are investigated and responded to in a timely manner. The Transportation Coordinator - Outreach Communications will also develop, manage and execute the Transportation Communication Plan, which includes but is not limited to managing the Department of Transportation webpage and advertising responsibilities.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Receives, reviews, and investigates all parental and citizen concerns or complaints and provide timely response as well as resolves other transportation issues that arise; retrieve video footage from buses for a reported concern or when requested by local authorities
- Manages the communication of all Connect Ed notifications for Department of Transportation
- Assists with the design and production of supporting material including flyers, brochures, newsletters and web content to recruit bus drivers and bus attendants
- Maintains the Department of Transportation webpage that would include posting open routes for bus drivers and bus attendants and Transportation Scoop newsletter
- Ensures accurate reporting is made of qualifying accidents to the Virginia Department of Education
- Supervises other staff members in the department

Qualifications
Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education
Bachelor's Degree in marketing, communications, public administration, journalism or a related field

Experience
Three (3) to five (5) years of progressively successful experience in transportation and/or communications
Demonstrated work experience, preferably in transportation or communications related position

Licenses and Certifications

Knowledge, Skills and Abilities

- Strong time management and organization skills
- Exceptional written and verbal communication skills
- Ability to work within strict timelines and handle multiple tasks

Physical Requirements
The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment
The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure
Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure
The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's

assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.

Essential Personnel Disclosure

Employees who perform the responsibilities of this job are considered essential personnel. Essential personnel are designated employees who must report for work during a delay or emergency situations. A workplace emergency is an unforeseen situation that threatens the staff, pupils, or the public; disrupts or shuts down business operations; or causes physical or environmental damage. Emergencies may be natural or manmade. It is incumbent upon the supervisor to inform and confirm which essential personnel are required to work during emergency closings. Notification and confirmation of the expectation of essential personnel to report to work, or maintain as-needed status, will be executed with as much advanced notice as possible via in-person communication or email.