



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT JOB CLASS SPECIFICATION

Certified: 3/1/2024

Transportation Operations Specialist

Pay Scale: B

Level: 10

FLSA Status: Non-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, Environmental Health and Safety, Facilities Operations, Management and Coordination, Planning and GIS Services, Sustainability, and Transportation.

Job Overview

An employee in this position 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 accident reviews, vehicle video system oversight, and outreach communications and trainings. 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.

Roles and Responsibilities

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

- Oversees the day-to-day management of assigned transportation administrative functions
- Receives from the community (including other school division staff, parents and non-parents) requests for information or complaints daily
- Tracks progress of information requests or complaints
- Maintains a database of customer communications and generates reports as required, information requests or complaints
- Maintains communication with parents, citizens, or others as requests are being processed and provides response after review as appropriate to the specific issue
- Assists with and responds to requests for school bus video
- Processes reporting and supports internal review of vehicle accidents
- Oversees bus tablet implementation, responds to issues experienced by bus drivers, and provides training on bus tablet use
- 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

Qualifications

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

Education

High School Diploma or GED

Experience

Five (5) years of experience in customer service or customer relations field

Experience with and knowledge of pupil transportation operations and procedures

Licenses and Certifications

Knowledge, Skills and Abilities

- General knowledge of computer information systems, fax machine, copier, and calculator
- Ability to communicate effectively both orally and in writing; to establish effective working relationships with staff and the general public; and to manage a core transportation area
- Ability to work independently with limited supervision

Physical Requirements

The following provides a brief description of physical requirements for this position:

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 50 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), LCPS 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 degrees, skills, and experience for the job; and who can perform its essential responsibilities list above, 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.