



Transportation Specialist Operations Services

Title

Transportation Specialist, Operations Services

Scope of Responsibilities

The Transportation Specialist with the Halifax Regional Centre for Education (HRCE) will be the lead on all issues relating to Student Transportation. This role includes monitoring of service provision contracts for Student Transportation, liaising with service providers, providing leadership, oversight, and training for HRCE staff in the support of students Transportation needs, and leading policy development for all Student Transportation needs including walking, cycling, public transit, and bussing of Students. The Transportation Specialist will conduct analysis, produce management reports, and manage contract documentation. Working collaboratively as a member of the management team, the Transportation Specialist reports to the Director, Operations Services.

Competencies Required

The Transportation Specialist shall have the following competencies:

- (a) The ability to work with software (i.e. BusPlanner) to conduct transportation routing analysis and provide client support;
- (b) The ability to apply knowledge and understanding of provincial and federal statutes and regulatory agencies governing student transportation;
- (c) The ability to monitor, analyze and report on the financial status of transportation contracts;
- (d) The ability to demonstrate positive interpersonal skills in dealing with conflict and problem solving;
- (e) The ability to lead policy development for all modes of student transportation;
- (f) Strong organizational skills and the ability to multitask;
- (g) The ability to provide quality front line client service;
- (h) The ability to apply a sound knowledge of accounting software, spreadsheets, database software, internet and word processing software;
- (i) Excellent problem solving, and decision-making skills;
- (j) The ability to accept increasing responsibility as delegated by an immediate supervisor;
- (k) Strong interpersonal, oral and written communication skills;
- (l) The ability to work effectively within a team environment;
- (m) The ability to work and communicate effectively within the Halifax Regional Centre for Education, with school, staff, students, parents, community members and external groups such as other centres and government agencies;
- (n) The ability to apply knowledge of educational processes and procedures to assist in the delivery of services to schools;
- (o) The ability to promote and maintain confidentiality;
- (p) The ability to apply knowledge, experience and commitment in the areas of race relations, cross cultural understanding, human rights, and diversity;
- (q) The desire and ability to engage in continuing education and professional development.

Qualifications

- (a) Bachelor's Degree in a related discipline such as Urban or Regional Planning, Civil Engineering or equivalent through training and experience;
- (b) Minimum three (3) years relevant professional experience in Transportation with a client focus;
- (c) Minimum three (3) years previous experience in contract/project management;
- (d) Previous experience using BusPlanner Suite (Georef Technologies) is considered an asset.

Specific Job Components

The Transportation Specialist shall perform those tasks assigned by the Director Operations Services. These tasks may vary from time to time with the evolution of the organization and may include but not be limited to the following:

- (a) Communicate with the Student Transportation service provider, HRCE staff in Student Services and other departments, parents/guardians, principals, Department of Education and Early Childhood Development department staff, Halifax Transit, etc., regarding interpretation and resolution of student transportation matters;
- (b) Ensure compliance with the HRCE Student Transportation Policy, the Education Act, Motor Carrier Act and other relevant legislation and regulations;
- (c) Liaise with the Student Transportation service provider and Halifax Transit to identify transportation efficiencies and communicate changes for approval by the Director, Operations Services;
- (d) Oversee the efficient and effective delivery of the transportation contract and services;
- (e) Analyze effectiveness of Special Needs student transportation model on an ongoing basis;
- (f) Oversee any changes in service delivery, lead testing of transportation system changes prior to roll-out;
- (g) Assist in the implementation of student transportation operator initiatives and communicate approved changes to the school system regarding routing and levels of service;
- (h) Monitor student transportation procedures and processes relating to all modes of transportation and make suggestions for modification or improvement;
- (i) Monitor monthly reports and key performance indicators from contracted service providers and bring forward any concerns to the Director;
- (j) Assist the Director in the annual transportation budget process including monthly review of student transportation service provider and Halifax Transit invoicing, preparation of monthly expense summaries and year-end expenditure projections;
- (k) Participate as an active member of the monthly NS Pupil Transportation Advisory Committee meetings;
- (l) Provide training and guidance for all HRCE staff to ensure awareness and compliance with HRCE's Student Transportation Policy;
- (m) Provide training and guidance for all HRCE staff to ensure clear communication with contracted service providers;
- (n) Work with HRCE departments to improve data quality and communication with school communities;
- (o) Support Operations Services Maintenance staff in the application of parking lot and loading area design at HRCE facilities;
- (p) Support School communities in the development of alternatives to bussing and parent drop off where possible.