

DEPARTMENT OF EDUCATION
STATE OF HAWAII
EXCLUDED MANAGERIAL

.....

Specifications for the:

STUDENT TRANSPORTATION SERVICES MANAGER
(STUDENT TRANSP SVCS MGR)

Duties Summary:

Advises and assists the branch administrator by managing matters relating to the statewide Student Transportation Services Program. Plans, coordinates, monitors and evaluates the various functions and activities within the program; supervises subordinate personnel; and performs other related duties as assigned.

Distinguishing Characteristics:

Managers in this class are primarily responsible for assisting the branch administrator with overseeing the student transportation functions and activities within the statewide program, which provides transportation services to eligible public school students to attend and participate in school, designated programs, and other services. This class is distinguished by its responsibility to support and provide program direction with the development, coordination, implementation, maintenance, and evaluation of the program activities, ensuring delivery of efficient statewide student transportation services. A major portion of the job requires oversight of subordinate staff which includes, but is not limited to, clerical, technical, and professional personnel.

Positions in this class may function exclusively within the specialty areas of Business Administration or Field Operations. However, for instances where assignments are not definitive, a combination of both areas may be required to support the organization. The overall intent and goal of this class is to provide management support in effectuating a successful statewide Student Transportation Services Program.

Managerial Responsibilities (Specialty Title):

Student Transportation Services Manager (Business Administration) - The work involves managing a full array of business management program functions directly and through subordinate personnel; participating in the development, administration, execution, and modification of the branch's business management functions which include budget planning and execution, fiscal and account record keeping, purchasing and procurement, fixed assets and risk management, and human resources management; assisting in the development and modification of policies and procedures to facilitate administration of business related matters ensuring compliance with federal,

state and departmental laws, rules, and regulations; managing and providing oversight of technological systems, databases, and platforms to support a safe and efficient student transportation program; maintaining and analyzing branch documents, records, and data pertaining to services, contracts, legal notices, audits, and reviews; and serving as the business administration program resource and liaison to the branch administrator.

Student Transportation Services Manager (Field Operations) - The work involves managing operational functions of the programs directly and through subordinate personnel; providing overall supervision and training of section staff; participating in the development, administration, execution, and modification of contracts and services; assisting in the development and modification of policies and procedures for statewide school bus operation services ensuring compliance with federal, state and departmental laws, rules, and regulations; providing guidance, consultation, and support on standard operating procedures and industry standards of school bus transportation; directing and monitoring contract specifications; analyzing data and performing periodic inspections and evaluations to ensure appropriate compliance with and oversight of contract management; overseeing the evaluation and resolution of service and delivering complaints; developing and delivering staff training, including school-level and bus contractor modules; and serving as the operations program resource and liaison to the branch administrator.

Positions are located in the Student Transportation Services Branch and perform under the general administrative direction of the Student Transportation Services Administrator.

Examples of Duties: *(Positions may not be assigned all of the duties listed nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Plans, organizes, directs, coordinates, and manages the activities of the assigned section and participates in the overall program planning of the statewide Student Transportation Services Program.
2. Participates in the development and implementation of short- and long-term plans for improving student transportation safety, efficiency, and services.
3. Assists in the development and administration of student transportation service contract specifications and requirements. Directs and coordinates the implementation of modifications to school bus contracts necessitated by changes in pertinent laws, administrative rules, procedures, school calendars, boundaries, and schedules.

4. Oversees, guides, advises, and participates in the Contract Performance Management Program, encouraging a continuous cycle of improvement in the delivery of student transportation services.
5. Develops, manages and provides recommendations to improve the technological systems, databases, and platforms to support the program's administrative and operational needs including the planning of safe and efficient bus routes, stops, and schedules.
6. Ensures a seamless interface of various data systems used within the Student Transportation Services Program.
7. Provides written and oral comments/recommendations on decisions, policies, procedures, and administrative rules which guide and define how the program and services are managed.
8. Monitors and evaluates complaints and concerns expressed by school officials, parents, providers of service, and the general public. Takes action to resolve complex student transportation issues and develops preventative measures to reduce the number of future complaints.
9. Establishes, maintains, and manages the system of records, documents, and correspondences necessary in maintaining compliance with various laws, rules, or regulations relating to the functions and activities of the Student Transportation Services Program.
10. Supervises the work of section staff which includes the monitoring and enforcing of contract specifications and delivery of services; planning of bus routes, budget, fiscal, and accounting operations; and investigation of complaints, incidents, accidents, and other program related issues.
11. Prepares and justifies budget and expenditure plans.
12. Participates in the interview and selection process of new staff members; provides training for and evaluates work performance of subordinates; recommends approval of personnel actions; provides orientation to new staff members; resolves personnel issues and counsels employees as necessary.
13. Keeps abreast of national trends relating to the provision of student transportation services.
14. Establishes and maintains communication with various members of the Department of Education, state government, local agencies, and community organizations.

15. Participates in the development of legislative proposals; prepares and presents testimony as required.

Knowledge and Abilities Required:

Knowledge of: Pertinent laws, rules, regulations, and policies governing the student transportation industry; principles and practices of contract administration; laws, rules, policies, and procedures relating to the state procurement process; methods and techniques of research, analysis, and problem solving; management principles and practices as they relate to program planning and evaluation, effective work organization, budget preparation and execution; local and national practices and technological trends of the student transportation industry; community and school expectations and requirements relative to student transportation; national organizations and other sources of information relating to student transportation; and report writing, principles and practices of supervision.

Ability to: Plan, organize, manage, and evaluate the operational and/or administrative functions of the Student Transportation Services Program; interpret, explain, and administer policies, rules, and regulations relating to student transportation services; develop and recommend changes in policies and procedures; understand the technical capabilities of computerized and cloud-based school transportation software programs; develop and administer terms and conditions of student transportation contracts; formulate budget, staffing, and other operating requirements; identify and solve problems logically and systematically; analyze and evaluate information; communicate effectively both orally and in writing; establish and maintain effective working relationships with departmental personnel, private companies, state agencies, and the general public; prepare clear and concise reports, correspondence, memoranda, legislation, and testimony; develop and conduct appropriate training programs; present testimony to the legislature; and supervise and evaluate the work of others.

Minimum Qualification Requirements:

Education Requirements:

Graduation from an accredited four-year college or university with a bachelor's degree.

Excess work experience as described under the Specialized Experience below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a

baccalaureate degree may be substituted for the education requirement on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirement:

Except for the substitution provided for below, applicants must have had progressively responsible experience of the kind, quality, and quantity described below or any equivalent combination of training and experience.

Specialized Experience: Four (4) years of progressively responsible professional work experience which involved significant responsibility for performing and/or participating in the managerial aspects of a program or operation. Such experience must have involved participation in developing operational or administrative policies and procedures; preparing budget and expenditure plans; and/or evaluating and recommending operational or administrative improvements to meet program goals and objectives.

Of the four (4) years of specialized work experience required, at least two (2) years must have included significant responsibility in one or both of the following areas:

- 1) Administration of contracts which involved monitoring or evaluating the performance of contracted parties to ensure compliance with the terms and conditions stipulated in the contracts.
- 2) Administration of business functions which involved budget planning and execution, fiscal responsibilities and accounting, purchasing and procurement, fixed assets and risk management, and/or human resources management.

The education and experience must also demonstrate the ability to write clear, comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Supervisory Experience: One (1) year of supervisory work experience which included: 1) planning, organizing, assigning, scheduling, and directing the work of others; 2) reviewing their work and advising them on difficult problem areas; 3) training and developing subordinates; and 4) evaluating work performance.

Managerial Aptitude: Applicants must possess managerial aptitude. Managerial aptitude will be considered to have been met through successful performance of, or substantial participation in organizing, scheduling and coordinating a group of activities

in order to attain program objectives within time, resource and budgetary limitations; interest in management demonstrated by the performance of work assignments in a manner which clearly indicates awareness of problems and the ability to solve them; completion of educational or training courses in the areas of management accompanied by the application of principles, which were learned, to work assignments; management's observation and evaluation of the applicants, leadership and managerial capabilities; and success in trial assignments to managerial and/or administrative tasks.

Substitutions Allowed:

A master's degree from an accredited college or university in business administration, transportation management, transportation engineering, or a related field may be substituted for one (1) year of Specialized Experience.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate the ability to perform the duties of the position.

License Requirement:

Possession of a valid license to drive in the State of Hawaii.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, selective certification requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Organizations requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodations.

This is an amendment to the class specifications and minimum qualification specification for the STUDENT TRANSPORTATION SERVICES MANAGER that was approved on 10/23/2006.

SIGNED DATE: 6/28/2018

EFFECTIVE DATE: JUL - 1 2018



Cynthia A. Covell
Assistant Superintendent
Office of Human Resources