

DEPARTMENT OF EDUCATION  
STATE OF HAWAII  
EXCLUDED MANAGERIAL

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Specifications for the:

STUDENT TRANSPORTATION SERVICES ADMINISTRATOR  
(STUDENT TRANSP SVCS ADMR)

**Duties Summary:**

Administers and manages a statewide Student Transportation Services Program; oversees and directs program administration, operations, and services to ensure program effectiveness and efficiency; and performs other related duties as assigned.

**Distinguishing Characteristics:**

This class is distinguished by its overall responsibility for planning, organizing, directing and coordinating the operations and activities of a statewide student transportation program, which provides transportation services for eligible public school students so that they may attend and participate in school, designated programs, and other services statewide. Responsibilities include planning, developing, implementing, and evaluating program goals, objectives, policies and procedures; maintaining management controls over operations to ensure that transportation services are provided within the established timeframe and in compliance with all requirements; developing strategies and plans to ensure service delivery in remote locations and staffing shortages in hard-to-fill areas; developing and administering service contracts; ensuring program and regulatory compliance through periodic inspections and evaluations; overseeing the determination of student eligibility for services; developing and preparing the budget, expenditure plans, and financial reports and projections; and serving as the key program resource and maintains extensive communication with internal and external personnel on all matters relating to student transportation.

This sole position is located in the Student Transportation Services Branch (STSB). The position works under the general administrative direction of the Assistant Superintendent of the Office of School Facilities and Support Services (OSFSS) and is responsible and accountable for all administrative and technical aspects of the branch's operations and activities. The administration of branch functions and activities are accomplished through several subordinate managers.

**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 and coordinates, through subordinate managers, the activities and operations of a statewide student transportation services program; develops and executes operational policies and procedures based on objectives to assure efficiency within the branch.
2. Develops, implements, and evaluates short and long term service delivery goals and technical development plans; researches a variety of information (e.g. national trends, best practices, new equipment/vehicles, laws, regulations, etc.) and incorporates them into the development of effective and efficient transportation services and operations.
3. Formulates new and/or revised service plans and policies to support the transportation needs of students and the community; evaluates the quality of transportation services through review of reports and statistical data to ensure effectiveness and efficiency; and determines the need for improvement.
4. Manages and oversees the administration of student transportation services contracts, including contract procurement and solicitation; develops plans, policies, and procedures relating to contract performance and enforcement; monitors and evaluates service levels to ensure compliancy with contract specifications and within regulatory requirements.
5. Determines budgetary needs and resource requirements; develops the operating budget and oversees the expenditure of operating funds, ensure efficiency and cost-effectiveness; prepares descriptive, statistical and financial reports; resolves fiscal discrepancies and/or disputes.
6. Establishes work priorities; interprets branch policies and procedures, and advises and directs managers on administrative management and technical matters; maintains management controls over operations to ensure program objectives are met; resolves complex issues and program matters.
7. Ensures compliance with all applicable federal and state laws, rules, regulations, requirements, and standards; provides recommendations on corrective action to the appropriate levels of management to address reported deficiencies in meeting program requirements.
8. Maintains open and frequent communication with the DOE, state and local agencies, and the community at large; develops and executes communication plans in order to keep stakeholders informed of new

and/or revised program services and policies; prepares legislative proposals and testimony; and testifies before the Legislature as an expert witness.

9. Oversees the operation and maintenance of the Department's bus fleet; maintains safety standards in conformance with state, federal and insurance regulations; identifies training needs and develops appropriate training modules.
10. Attends and participates in meetings, conferences, conventions and workshops; and keeps abreast of national trends, best practices, and related information.

**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 and budget preparation and execution; local and national trends and practices relative to student transportation; community and school expectations and requirements relative to student transportation; national organizations and other sources of information relating to student transportation; report writing; principles and practices of supervision.

Ability to: Effectively plan, organize, and direct the function and activities of a comprehensive student transportation program; interpret, explain, and administer policies, rules, and regulations relating to student transportation services; develop and recommend changes in policies and procedures; 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 clearly and effectively both orally and in writing; maintain effective working relations with departmental personnel, private companies, state agencies, and the general public; prepare clear and concise 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 (4) 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 Requirements:**

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

**Specialized Experience:** Five (5) years of responsible professional work experience in a large-scale transportation operation involving the analysis, evaluation, development, and improvement of transportation services and operations or management policies, practices, methods, systems, and procedures. Of the required five (5) years of specialized work experience, at least one (1) year must have included the development, implementation, and monitoring of contracts.

**Supervisory Experience:** Two (2) years of supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult problem areas; 4) training and developing subordinates; and 5) evaluating their work performance.

**Administrative Experience:** Two (2) years of administrative work experience which involved active participation in and major responsibility for the development, management, execution, and coordination of policies, programs, budget, and/or activities.

**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.

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This is an amendment to the specifications for the class, STUDENT TRANSPORTATION SERVICES ADMINISTRATOR that was approved on February 9, 2018.

SIGN DATE: 6/29/2018

EFFECTIVE DATE: JUL -1 2018

  
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Cynthia A. Covell  
Assistant Superintendent  
Office of Human Resources