

CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION

Job Title: Administrative Assistant II

Department: Transportation

Grade G
H.P.D. 8
D.P.Y. 260

Job Description

Date Reviewed: October 2024

Reports To: Student Transportation Manager

Purpose of Job

The purpose of this job is to provide administrative support to the Transportation Department. Duties and responsibilities include research, word-processing, spreadsheets, PowerPoint, data entry, telephone reception; serve as liaison to administrators, staff, State and local government and general public. Reports to Student Transportation Manager.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Responsible for answering six-line switchboard, determines purpose of calls and forwards calls to appropriate personnel or department.

Takes and delivers messages or transfers calls to voicemail when appropriate personnel are unavailable.

Answers driver's and public's questions about Transportation.

Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.

Monitors visitor access.

Receives, sorts, and distributes mail correspondence for the Operations building.

Prepares memos, letters, and general correspondence for Student Transportation Manager and Assistant Manager.

In the absence of the Customer Service Representative, will be responsible for documenting and distributing state-mandated critical and safety complaints to the appropriate supervisor for processing.

Maintain an electronic evaluation database to monitor, assign, and maintain evaluations for Transportation personnel to ensure compliance with the Human Resource Department and brief the Transportation

Manager of any past due evaluations or concerns.

In the absence of Customer Service Representative, reviews trips daily, and informs Student Transportation Manager of any changes. Communicates with trip support staff and drivers.

Collect Level II data within Transportation to prepare monthly spreadsheets, charts, and graphs. (On-time performance, driver attendance and separated employees.)

Check the Student Transportation Manager out box daily for distribution Maintains the bus driver/sub-driver electronic directory with the latest updates.

Responsible for submitting and tracking all Technology and Maintenance work orders for office. Provides technical support for Transportation Staff for computer systems and equipment.

Prepares and maintains various lists, reports, logs, including but not limited to making copies, and faxing pertinent information as needed throughout the district.

Maintains Transportation personnel files and office supply inventory. Receives and forwards office supply requests to the Transportation Manager for approval.

Takes bus service requests from the general public and distributes them to the correct router. When completed provides bus information back to the customers.

Processes all Exceptions to Policies for the Student Transportation Manager, and mails the completed form to students' parents.

Complies with CMCSS privacy and confidentiality practices and procedures related to students and employee records.

Required to communicate to Transportation staff via portable radio in the event it becomes necessary.

Must maintain; a Commercial Driver's License (CDL) with passenger and school bus endorsements, annual DOT, and operate a school bus transporting students to and from school as needed.

Prepares the employee newsletter (Messenger) every other month for distribution. Request input from the Chief Operations Officer, supervisors and staff.

Responsible for locking and unlocking the front door for the public.

While driving the bus:

- Raises and lowers the flag daily and stores the flag across from dispatch.
- Duties and responsibilities include safely transporting children (K-12th grade) to and from school and other school related activities. Manage and discipline students, maintain a safe and clean bus, monitor vehicle performance and turn vehicle in for repair as needed.
- Performs daily bus inspection according to state standards to ensure that the school bus is safe to transport students. Checks all communication equipment to ensure it is operating properly.
- Keeps the bus clean by, sweeping bus after each AM & PM run as required. Clean headlights, mirrors, and windshield daily. Check seats, windows and interior for damages. Secure bus after each AM and PM run by raising windows, check for sleeping children, draining air tanks, etc.
- Prepares vehicle maintenance report for mechanical problems; turn bus into bus shop for repairs when mechanical problem arises.
- Monitors vehicle mileage and turns bus into maintenance shop for 7,500 and 15,000-mile services.

- Safely transport students to and from school according to the assigned bus route. Monitor students warning lights at all stops for proper working order. Continuously scans all mirrors before loading and unloading students at school and along roadways.
- Directs and instructs students on proper boarding and unloading procedures.
- Fuel assigned bus, add oil, coolant, transmission fluid etc. as needed. Prepare maintenance request ticket for repair as needed.
- Periodically updates bus stop roster and student information sheets and turns into the Fleet Supervisor as required.
- Must complete the mandatory State Certification on line and attend the driver in-service with the 5-hour HR required in-service annually.
- Must be able to perform all bus driver duties while operating a school bus.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma (or Equivalent) required, with one to five years of general office experience; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess a Commercial Driver's License (CDL) with a passenger (P) and school bus (S) endorsement.

KNOWLEDGE OF JOB

Has general knowledge of the policies, procedures, and activities of the School System, transportation, and general office practices as they pertain to the performance of duties relating to the job of Administrative Assistant II-Transportation. Has general knowledge of transportation and general office practices as necessary in the completion of daily responsibilities. Knows how to develop an administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational and human relations skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 40 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors,

students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;

- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date