

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

Job Title: Administrative Assistant II - Customer Service/Drivers Safety Representative **Department: Transportation**

**Grade F
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: August 2021

Reports To: Transportation Manager

Purpose of Job

The purpose of this job is to ensure District compliance with reporting requirements of TCA Title 39 Chapter 6 and to also provide administrative support to the Operations 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 the general public. Reports to the 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 documenting and accounting for all bus driver safety concerns in accordance with Tennessee Code Annotated, Title 49-Chapter 6-Part 21-Title 55 relative to school bus drivers.

Responsible to process and file all Transportation concerns; to include data processing through fleet runner.

Required to receive and process all Transportation non-safety related complaints on school bus drivers, bus aides, and bus monitors to appropriate supervisor. All complaints will be document controlled, investigated, and closed (reported as required by law).

Provides support to the dispatch control center when required.

Required to receive and process all Transportation non-safety related complaints on school bus drivers, bus aides, and bus monitors to appropriate supervisor. All complaints will be document controlled, investigated, and closed (reported as required by law).

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Provides administrative assistance to the Transportation Department in the absence of the Administrative Assistant II.

Required to maintain a Commercial Driver's License (COL) with passenger and school bus endorsements; operates a school bus as required.

Assists with assigned student transportation bus trips when needed; informs and assists Student Transportation Manager of any changes, and communicates with the trip support staff and drivers.

Updates job descriptions, policies, and procedures as needed for the Transportation Manager.

Maintain the accident/incident spreadsheet to include financial information.

Administer testing and record scores for the Transportation Department.

Construct letters for the Transportation Manager and Assistant Transportation Manager.

Plan and organize a committee for various events with the Operations department.

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.

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-Customer Service/Drivers Safety Representative-Operations. 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.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and equipment such as telephones, computers, calculators, copiers, printers, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work. Must be able to lift and/or carry weight of twenty to forty pounds.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Administrative Assistant II-Customer Service/Drivers Safety Representative. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand basic principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Administrative Assistant II-Customer Service/Drivers Safety Representative.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

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.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of

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color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency related to the job of Administrative Assistant II-Customer Service/Drivers Safety Representative.

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