

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

Job Title: Customer Concern Liaison-
Transportation

Department: Transportation

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

Job Description

Date Reviewed: July 2023

Reports To: Transportation Manager

Purpose of Job

The purpose of this job is to ensure administrative support to the Operations Department Bus Driver Customer Concerns. Duties and responsibilities include research, word processing, spreadsheets, PowerPoint, data entry, telephone reception, and liaison to administrators, staff, and the general public. Reports to the Student Transportation Manager (STM).

Essential Duties and Responsibilities

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

Required to work with Dispatch Depot on the following customer concerns but not limited to; late bus, early bus, no show bus, overcrowded bus, bus driver conduct, aid and monitor conduct, student conduct, student vs. student, bus concerns, employee concerns, dispatch, and routing concerns. Communicates with parents, school, and driver to resolve any customer concerns/complaints. All concerns will be documented, investigated, controlled, and closed as required by law.

Video may be required during the investigations and should be requested through the AV/GPS Technician and/or the Driver Supervisor when needed.

Required to communicate with supervisors in regards to concerns; the volume of requests, problematic concerns, and any issues that arise.

Provides support to the dispatch control center when required.

Provides administrative assistance to the Transportation Department in the absence of the Administrative Assistant II (front office).

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.

Provides support for Trip Planner as needed; informs the Student Transportation Manager of any changes, and communicates with the trip support staff and drivers.

Types and processes letters for the Transportation Manager and Assistant Transportation Manager.

Serves as an alternate on planning and organizing committees 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) is 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 Customer Concern Representative-Operations. Has general knowledge of transportation and general office practices as necessary to complete daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expediency and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc., pertaining to departmental operations and activities. Can effectively communicate and interact with supervisors, members of the general public, and all other groups involved in the department's activities. Can assemble information and make written reports and documents in a concise, clear, and effective manner. Has good organizational and human relations skills. Can 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. Can 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