



Job Title: Customer Service Manager, Transportation

Department: Transportation
Reports To: Director of Transportation
Grade: BG-03
Number of Days: 12 Months
Security Access:
Current Date: August 29, 2017
Overtime Status: Exempt

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day:

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive, because when we create, innovate and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task or concept and experiencing breakthrough moments.

Position Summary: Manage Transportation's Customer Service and call center. Schedule buses for all extra-curricular activities and establish a working relationship with school principals, city leaders and athletic coaches to facilitate the transportation of students.

Minimum Qualifications:

- Verifiable management experience
- High school diploma, college preferred
- Excellent organizational and time management skills required

- Must be quick thinking and able to handle multiple situations at the same time
- The individual must have excellent written and verbal communication skills
- Must possess or be willing to obtain a Commercial Drivers License, (CDL) class B with passenger and air brake endorsements and a State of Oklahoma School Bus Driver Certificate

Responsibilities and Essential Functions: The following duties are representative of performance expectations.

- Manage the work of Customer Service employees.
- Responsible for reconciling entire district's customer service issues relating to Transportation.
- Must be able to prioritize, problem solve, plan and coordinate the scheduling of buses for all extra-curricular activities.
- Build working relationship with school principals, city leaders, and school coaches.
- Instruct, direct and communicate with bus drivers in critical situations.
- Coordinate with Terminal Managers and Supervisors regarding the availability of buses and drivers for special events.
- Represent the Transportation Department in district policy procedure meetings.
- Perform other tasks, duties, or services consistent with this position as assigned

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Must be quick thinking, adaptive and composed when problem solving
- Must have a broad working knowledge of Microsoft office and peripheral hardware requirements
- Willingness to learn and then train in the use of all other software programs used to perform job
- Flexibility to work extended hours to complete departmental programs

Supervisory Responsibility:

- 7 to 10 Employees

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Regular office environment, including frequent use of electronic email, being able to sit for long periods of time without a break, etc.
- Must be mobile in order to attend events and meetings outside of regular work hours
- Normal effort of occasional periods of light physical activity

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talent, skills and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate against persons because of age, race, color, creed, religion, disability, gender, ethnic or national origin, or veteran status. Tulsa Public Schools prohibits discrimination against individuals with disabilities and will reasonably accommodate applicants with a disability, upon request, and will also ensure reasonable accommodation for employees with disabilities.

