



April 2013  
FLSA: EXEMPT

## PROGRAM MANAGER – SCHOOL BUS TRANSPORTATION

### DEFINITION:

Under general supervision, assumes responsibility for day-to-day operational management of all activities and functions for the Lamorinda School Bus Program, including developing, implementing and evaluating program policies, procedures and standards; determining program service levels and enhancements; developing and monitoring program budgets; providing technical advice and/or supervision to staff, other departments, the public and other agencies, and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the City Manager and policy direction from the Joint Powers Authority (JPA) Board of Directors. Provides technical direction and supervision of lower level staff.

### CLASS CHARACTERISTICS:

This is a single position classification within the City. Incumbents provide management and oversight of the Lamorinda School Bus Program (LSBP), a consortium of cities and school districts in Lafayette, Moraga and Orinda for the purpose of traffic mitigation. This class is distinguished from the Administrative Analyst classification in that the former generally supervises staff and exercises professional direction of a complex program with regional impact, while the latter performs professional-level staff work within an assigned City department where direct line supervision is on a project or lead direction basis.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Negotiates, develops, monitors and administers school bus transportation contracts and agreement; oversees and evaluates performance of private school bus contractor. Develops and directs the implementation of goals, objectives, policies, procedures and work standards where applicable for the JPA Board of Directors; prepares staff reports, analysis and recommendations for the Board, interprets and complies with all applicable federal, state and local regulations.
- Monitors and directs or performs day-to-day operations of the Lamorinda School Bus Program , including collection of parent fees and distribution of bus passes and bus schedules.
- Provides the highest level of customer service to program participants; responds to complex, sensitive inquires and/or controversial issues that may arise.
- Develops systems and maintains records that provide for the proper evaluation, control and documentation of program activities, including management of student databases and the school bus website (lamorindaschoolbus.org).
- Reviews and evaluates program and service delivery options, makes recommendations for and executes changes in operations to ensure effective service provision; assists in developing new

- program function elements, including researching, compiling and analyzing supporting data; prepares a variety of written correspondence, reports, policy, surveys and procedural updates
- Develops and monitors the program's budget; oversees financial well-being of the program through strategic planning and financial analysis, including forecasts for ridership, parent fees and local transportation tax dollars; analyzes cost effectiveness and exercises cost control and containment strategies; prepares, submits and justifies budget enhancement requests to the City Manager and JPA Board of Directors. , and program participants.
  - Plans, organizes, administers, reviews and evaluates the work and services provided by administrative staff.
  - Monitors and stays abreast of technological, legal and operational changes that affect the activities and work processes of the program; makes recommendations and implements program improvements to meet changing mission parameters and requirements.
  - Identifies and solicits funding resources from Federal, State, and other governmental entities; prepares grant applications; administers and manages grant funds.
  - Confers with and represents the program in meetings with other cities, school districts and parent groups; serves as the LSBP's representative with a variety of public, business and community groups and organizations; fosters collaborative working relationships for the benefit of the program.
  - May provide staff support to commissions, committees and task forces.
  - Performs other duties as required.

#### **QUALIFICATIONS:**

##### **Knowledge of:**

- Principles, practices, and service delivery needs related to the program area(s) to which assigned.
- Procedures for planning, implementing, and maintaining assigned programs and/or projects.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of data collection and report preparation.
- Basic principles and practices of budget administration and accountability.
- Basic principles of supervision and training.
- Applicable Federal, State, local, and City policies, codes, regulations, technical processes, and procedures related to the program.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Record keeping principles and procedures.
- Principles, practices, and techniques of effectively dealing with the public and basic public relations.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and City staff, including individuals of various ages, various socio-economic and ethnic groups.

##### **Ability to:**

- Plan, schedule, assign, and oversee activities of assigned personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversee and coordinate assigned program and/or project operations, services, and activities.

- Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs and/or projects.
- Conduct research and analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Make accurate mathematical, financial, and statistical computations.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Interpret, apply and explain applicable policies, rules, and regulations related to areas of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

Equivalent to graduation from a four-year college or university with major coursework in public administration, public policy, business administration or related field, and five (5) years of experience of increasingly responsible professional, administrative experience in a government or school district setting. Master's Degree is desirable.

**License:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.

**WORKING CONDITIONS**

May be required to work a varied schedule of hours which may include evenings and/or weekends.