

CREST EDUCATION POSITION DESCRIPTION

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| Job Title | Bus Coordinator |
| Department | Corporate Services |
| Location | Hillcrest, Clyde North |

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| Date | 25/03/2002 |
| Employment Basis | Part time, ongoing 6 weeks annual leave |
| Reports to: | Executive Assistant to the Executive Principal/Business Manager |

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| Approved by (position holder) | |
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| Approved by (immediate supervisor) | |
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POSITION PURPOSE

The role of the Bus Coordinator is to arrange the daily school bus service for Hillcrest students and manage ongoing changes and field enquiries.

WORKING RELATIONSHIPS

The Bus Coordinator reports to the Business Manager's Executive Assistant and liaises with the Business Manager, Finance Manager and the Finance team. The Coordinator also liaises with the Bus Company in relation to daily operations.

| KEY RESULT AREA | MAJOR ACTIVITIES |
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| 1. Coordinate daily bus arrangements for students | <p>Manage enquiries from parents and prospective parents and students providing information regarding bus routes and cost of bus transport</p> <p>Schedule bus stops - times and routes</p> <p>Ensure students are issued with student identification cards to tap on/off when boarding and disembarking the bus</p> <p>Monitor and report using the <i>Busminder</i> system</p> <p>Liaise daily with bus drivers to determine any issues/concerns with bus runs and/or students</p> <p>Advise bus drivers of any daily changes to students' busing and confirm students using tap on/off for bus attendance</p> <p>Daily afternoon escorting of regular and casual bus students from Prep and Year 1 to the College bus bay</p> <p>Attend the College bus bay between 3:15 and 3:45pm each school day to touch base with drivers and attend to queries from students</p> <p>Report inappropriate behavior to Year Level Coordinators and/or Heads of Section</p> <p>Maintain relationship with Bus Captains (host Bus Captain morning tea once a year)</p> <p>Ensure that Reception staff are fully briefed and equipped to deal with enquiries</p> |

| KEY RESULT AREA | MAJOR ACTIVITIES |
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| | Monitor the bus emergency mobile phone at all times and attend to calls |
| 2. Maintenance of bus routes | <p>Monitor bus routes. Receive feedback from drivers regarding areas of concern which impact the bus runs e.g. road works. Report issues to the Bus Company and work with them to resolve problems with routes.</p> <p>Correspond with families regarding any changes to bus routes</p> <p>Assess and action any requests to change bus stops</p> <p>Keep Live digital maps accurate reflecting stops,</p> <p>Check processes and determine new methods of managing busing</p> |
| 3. Casual busing | <p>Manage online casual booking system - <i>Flexischools</i>.</p> <p>Update data as needed and liaise with <i>Flexischools</i> to ensure page and information are up to date</p> <p>Print daily casual bus booking list and communicate with bus drivers</p> <p>Cross check online bookings with other casual travel and record non-payments</p> |
| 4. Financial reporting | <p>Calculate and report non-payments for casual busing to the Finance department on a monthly basis for invoicing families</p> <p>Report any changes to bus arrangements to the Finance department – for invoicing and conveyance allowance</p> |
| 5. Liaison with Bus Company – Operations Manager and General Manager | <p>Ongoing liaison with the Operations Manager and General Manger regarding changes to bus runs due to roadworks etc.</p> <p>Discuss any student behavior concerns / driver concerns</p> <p>Correspond with Bus Company regarding any parent or community complaints</p> <p>Host annual morning tea for Bus Company staff including bus drivers</p> <p>Ongoing liaison with Operations Manager to determine the smooth running of the service</p> |
| 6. Annual review of bus routes | <p>Correspond with all College parents annually regarding bus requirements</p> <p>Collate bus requirements and provide Bus Company with information to plan bus routes. Work with company to create cost efficient bus routes at the start of school year.</p> <p>Assist with liaison between EA to Business Manager, Business Manager and Bus Company General Manager to determine annual costing requirements for bus routes</p> <p>Correspond with bus families, notifying new yearly bus routes and costs</p> <p>Provide students' bus information to the Finance department for submission of conveyancing claims and invoicing of parents.</p> |

| KEY RESULT AREA | MAJOR ACTIVITIES |
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| | <p>Record all bus information in the College database "Synergetic"</p> <p>Field all enquiries and concerns/complaints around changes to bus routes etc.</p> <p>Liaise with Senior School to appoint appropriate Bus Captains</p> |
| 7. Other duties | <p>Attendance at one Open Day each year</p> <p>Other duties, as determined by the Executive Principal, Head of College or Business Manager from time to time</p> |

| KEY SELECTION CRITERIA (Mandatory) |
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| <ul style="list-style-type: none"> • Ability to contribute positively to the ethos and culture of Crest Education. • Available to work at the scheduled times: <ul style="list-style-type: none"> ○ Available to work Monday to Friday during school terms from 8:25am to 4:30pm and additional hours if required (mornings during bus operations and until the last student is delivered at the last stop for the day). ○ Available to work during school terms, one week of each term break and for three weeks of the January-December holidays • Experience in an office environment dealing with people (5 years minimum). • Enthusiasm for being organised and driving improvements. • Demonstrated experience and skill to provide the services outlined in this Position Description: <ul style="list-style-type: none"> ○ Dependable in a range of circumstances; professional approach and presentation ○ Effective communication skills with the ability to liaise with stakeholders at all levels of the College community ○ Highly competent typing, writing, grammar and oral communication ○ Knowledge and experience in Microsoft Office applications, particularly Word and Excel ○ Proven ability to problem solve, use initiative and deliver high quality results ○ Proven ability to work independently and cope in stressful and demanding situations ○ Ability to be a valuable contributor to a close knit team approach, including mentoring others |

| PERSONAL CHARACTERISTICS |
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| <ol style="list-style-type: none"> 1. Excellent organisational and time management skills. 2. Highly motivated. 3. Flexible approach to work. 4. High level interpersonal skills, including the capacity to build and maintain effective relationships. 5. Friendly demeanour, diplomatic and tactful and able to maintain confidentiality. |

| OTHER REQUIREMENTS (Preferred) |
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| <ol style="list-style-type: none"> 1. Ability and preparedness to work outside normal agreed hours when required. 2. Preparedness to undertake additional professional development opportunities as they arise. 3. Experience in an educational environment. |

SPECIAL CONDITIONS (Commencement in the Position is deemed as acceptance of the following conditions)

Crest's policies are to be observed (N.B. Updated regularly.) including:

1. Crest's 'Smoke Free Workplace' policy is to be observed.
2. Crest's 'Code of Conduct' is to be observed.
3. Crest's 'Child Safe Code of Conduct' is to be observed.
4. Crest's 'Dress Code' is to be observed.