

JOB TITLE
COORDINATOR
BUS DRIVER TRAINING

DIVISION
OPERATIONS SERVICES

REPORTS TO
DIRECTOR
TRANSPORTATION SERVICES

SALARY SCHEDULE & GRADE
I I, GRADE 6

LENGTH OF WORK YEAR
260 DAYS

DATE
JULY 1, 2012

SCOPE OF RESPONSIBILITIES

Coordinates and conducts bus driver training activities and maintains necessary records. Plans and implements safety training for all District school bus drivers.

PERFORMANCE RESPONSIBILITIES

1. Writes curriculum, develops, and implements School Bus Driver Training programs.
2. Develops, updates, and implements Student and Traffic Safety activities and Commercial Drivers License training for District personnel.
3. Supervises and evaluates assigned staff.
4. Maintains compliance with Federal and State regulations and District policies and procedures as relates to transportation services.
5. Maintains records and statistics of all vehicle accidents and monitors the motor vehicle records of all employees driving District vehicles and contracted services drivers.
6. Recruits, recommends and trains personnel for school bus drivers and transportation support personnel.
7. Develops and presents all inservice programs to ensure state required certification of transportation services personnel.
8. Oversees daily operations and coordinates the use of District computer programs.
9. Provides effective communication with parents, students, community organizations, news media and District personnel.
10. Performs other duties as assigned by the Director Transportation Services.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work requires reaching with the ability to lift, carry, push, or pull medium weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS

1. High School Diploma or G.E.D.
2. Three (3) years of experience in pupil transportation activities
3. Effective written and verbal communication skills
4. Possesses the ability to use Transportation computer programs
5. School Bus Driver Certification issued by the Kentucky Department of Education
6. Valid commercial drivers license with evidence of a good driving record
7. **State Certified Driving Instructor Certificate issued by the Kentucky Department of Education**

DESIRABLE QUALIFICATIONS

1. Knowledge of all school system policies and procedures
2. Knowledge of Federal and State Pupil Transportation regulations

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Job Title	SUPERVISOR JCPS CALL CENTER
Division	OPERATIONS SERVICES
Salary Schedule	II, GRADE 7
Work Year	260 DAYS
Report To	DIRECTOR PERFORMANCE AND TECHNOLOGY
Supervises	JCPS CALL CENTER SPECIALIST (1)



Scope of Responsibilities

Oversees the JCPS Call Center and ensures customers are receiving quality and efficient customer service. Manages all procedures related to the identification, prioritization and resolution of customer requests, including the monitoring and tracking of requests throughout the District. Evaluates procedures, gathers metrics and analyzes performance in an effort to improve service. Responsible for hiring, scheduling, evaluation, motivation and training of staff.

Performance Responsibilities & Evaluation Criteria

1. Manages the JCPS Call Center. Analyzes metrics through a central tracking system and provides performance reviews to upper management to show quality of service and plans for improvement.
2. Develops procedures for staff that are designed to provide consistency to customers and other district staff when receiving requests through calls, chat, web services or email.
3. Interfaces with departments to make sure procedures are in place to create a streamlined work flow originating from the call center. Builds and maintains strong interdepartmental relationships.
4. Develops ways to continually promote the use of the call center to the community and District staff.
5. Development of knowledgebase and FAQs for customer service representatives and customers.
6. Writes and conducts employee performance evaluations, makes employment decisions and sets up performance targets for team.
7. Ensures employees have appropriate training to meet performance targets.
8. Creates and maintains a high quality work environment.
9. Works closely with the Customer Service Representative Supervisor to develop employees and make sure the call center quality and performance targets are met.
10. Performs other duties as assigned by the Director Performance and Technology

Physical Demands

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations.

Minimum Qualifications

1. ~~Associate's Degree~~ Bachelor's Degree
2. 5 years of experience in a call center or customer service environment.
3. Proficient in relevant computer applications.
4. Excellent communication and interpersonal skills.

Desirable Qualifications

1. ~~Bachelor's Degree~~
2. Customer service certification
3. Prior experience using a customer relationship management system.
4. Solid project management skills.
5. Demonstrated experience in managing a successful team and the ability to effectively prioritize and execute tasks in a high pressure environment.

NEW
MAY 18, 2016
Revised
November 15, 2016



JOB TITLE	Math Curriculum Specialist I-Grades K-5		
DIVISION	Academic Services		
SALARY SCHEDULE	IV Grade 8 9		
WORK YEAR	260	FLSA STATUS	Exempt
REPORTS TO	Coordinator V (PD)		
SUPERVISES	N/A		

SCOPE OF RESPONSIBILITIES

Provides technical assistance to district and school staff in the area of Elementary Mathematics curriculum and instruction, monitoring and implementation of Elementary Mathematics Standards; provides professional development as assigned; surveys system-wide needs in Elementary Mathematics and determines effectiveness of Elementary Mathematics curriculum and instruction; supervises and directs the work of committees and other groups as assigned.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

1. Assumes responsibility for and assists designated supervisor in short-range and long-range planning for Elementary Mathematics as assigned.
2. Works cooperatively with the designated coordinator, program directors and specialists in assessing and addressing the district's priorities and needs and in developing, reviewing and revising Elementary Mathematics.
3. Researches past and current practices in Elementary Mathematics and integrates research in all areas of responsibility.
4. Facilitates and directs the work of committees and task forces as assigned.
5. Works cooperatively with the designated coordinator and staff development personnel to provide in-service training in Elementary Mathematics.
6. Works closely with district and school staff to obtain information regarding the effectiveness of Elementary Mathematics programs or activities.
7. Provides technical assistance to district and school staff in Elementary Mathematics.
8. Assures compliance with local, state and federal regulations and procedures related to Elementary Mathematics.
9. Assures compliance with Board Goals and Administrative Objectives related to Elementary Mathematics.
10. Performs other duties as assigned by designated supervisor.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires being around moving machinery, driving automotive equipment, exposure to marked changes in temperature and humidity and exposure to dust, fumes and gases.

<u>MINIMUM QUALIFICATIONS</u>
<ol style="list-style-type: none">1. Master's degree or higher with area or major in Mathematics.2. Three (3) years successful teaching experience, preferably at elementary levels

<u>DESIRABLE QUALIFICATIONS</u>
<ol style="list-style-type: none">1. Three (3) years successful experience in supervision of instruction and/or curriculum development2. Kentucky certification in administration and/or supervision3. Demonstrated knowledge of learning theory, program planning, development, management and evaluation4. Demonstrated ability to interpret test results and develop instructional programs to correct program weaknesses