

COMMUNITY/SCHOOL TRANSPORTATION LIAISON

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Assistant Superintendent for Business, the incumbent of this position is responsible for facilitating communication between the school district's Transportation Department and the community, in particular parents/guardians and students who are served by the Transportation Department. The incumbent provides information, receives complaints and communications, and is responsible for acting to resolve any conflicts that arise. Supervision is not a responsibility of this position. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Handles complaints from parents and community members regarding school district transportation problems;  
Resolves complaints or grievances, and settles disputes or conflicts through dialogue, communication and informal negotiation;  
Ensures that bus route and bus stop information is communicated clearly and in a timely manner to school administrators and parents/guardians of children;  
Reviews and monitors bus conduct reports, ensuring open communication and timely resolution of problems or issues relative to bus conduct;  
Provides information and assistance to parents/guardians of children and school personnel regarding special education, private school and parochial school transportation;  
Provides information and assists with communications to public and other school districts via telephone and internet in the event of school closings or delays;  
Performs related general clerical and office duties, including answering telephones;  
Performs a variety of related activities as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of school transportation and the operations of a school district Transportation Office; good knowledge of local geography, roads, neighborhoods, etc.; ability to facilitate negotiation and resolve conflicts through dialogue; ability to bring others together to try to reconcile differences; ability to relate sympathetically to all sides in conflict situations; ability to establish and maintain effective

working relationships; ability to communicate effectively, both orally and in writing; good listening skills; social perceptiveness.

MINIMUM QUALIFICATIONS: Either

- a) Associates degree and three (3) years of full-time paid experience in transportation services which must have included communicating with the public, handling complaints and resolving problems relating to transportation service; or
- b) Graduation from high school or possession of a comparable diploma and five (5) years experience in transportation services which must have included communicating with the public, handling complaints and resolving problems relating to transportation service; or
- c) An equivalent combination training and experience as indicated in (a) and (b) above.

SPECIAL REQUIREMENTS:

1. Certificate or documented proof of completion of an approved course in Conflict Resolution, Mediation, or a related field.
2. Possession of a valid driver's license at time of appointment.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.