



JOB TITLE: Location Manager Salary: Exempt
REPORTS TO: Director of Operations Date: N/A
PURPOSE/JOB GOALS: Plan, direct, and supervise all work activities of the ALL ABOARD location assigned. Meet our customers contractual and service expectations. Lead by placing safety priorities above everything. Create a comfortable respectful work atmosphere for all employees. Ensure all employees meet performance expectations. Effectively control operational costs.
EDUCATION: High school diploma or equivalent. Post High School work in management, accounting, and human resources preferred. CDL license with appropriate endorsements and state certificates required.
EXPERIENCE: Basic accounting, human resources, customer service and management skills needed. Excellent written and oral communications ability required. Ability to speak in public. Working knowledge of school district and school bus operations needed. Training and recruiting skills required. Prior management experience in school district and school bus operations is a plus.

WORKING ENVIRONMENT: Terminal, Office, and Bus Yard of Location

RESPONSIBILITIES:

1. Direct all location operational activities.
2. **Safety Responsibilities**
 - Lead, Lead, Lead the safety attitude at the location
 - Participate in safety meetings, accident investigations, safety contests, etc.
 - Be visible on the lot observing and providing feedback
 - Observe loading and unloading at schools, bus stops and general driving on the road.
 - Complete on board or on road observations.
 - Establish driver involvement activities at location such as employee safety groups, accident review boards, poster contests, safety message contests, etc.
 - Maintain bus lot safety and security for employees and equipment
3. **Customer service requirements:**
 - Adhere to all Federal, State, company policy/procedural, and contractual requirements
 - Understand and communicate District contractual and service needs.
 - Communicate with the school district to insure a smooth operational atmosphere between the school district and the company.
 - Establish a communication schedule with the main contacts with the district which includes regularly scheduled meetings, items they need to know about daily, and items they need to know about immediately. Establish an emergency communication procedure with names and numbers.
 - Handle all issues concerning and involving students, parents school personnel and employees promptly.
 - Prepare all required reports including accurate monthly student counts in a timely manner.
 - Visit with School's secretaries, principals and other key site personnel



- Involve administrators in student management activities, luncheons, etc.
 - Attend Board meetings and present a state of transportation update yearly if permitted.
 - Participate in community activities and groups such as local Chambers of Commerce, PTA, festival committees, etc.
4. **Human Resource responsibilities:**
- Communicate job expectations and work schedules to staff. Communicate frequently to determine if expectations are being met. Arrange for training or assistance as needed.
 - Schedule and conduct weekly staff meetings
 - Administer employee discipline process. This position is the only authorized position to hire, terminate or suspend employees.
 - Establish a positive recognition process. Recognizing employees who perform well is effective. Examples are clean bus awards, best pre-trip, most complete student count sheet, zero vehicular or employee accidents.
 - Responsible for hiring process which includes recruiting, screening, background checks, drug tests, physicals, interviewing, hiring, and training of company employees.
 - Responsible for complete employee files and ensuring that all drivers maintain qualifications. Must audit employee files twice per year to ensure they are complete. Must maintain an electronic listing of driver license, physical, TEA, etc. expiration dates. **NO** unqualified drivers may drive an ALL ABOARD vehicle.
 - Maintain high motivation and morale of all company employees.
 - Evaluation and growth of key staff members as well as on-going training for drivers, monitors and office staff.
 - Ensure adherence to labor law and company policy
5. **Financial responsibilities:**
- **Hours control** - Establish scheduled hours on all routes and a system to monitor planned hours vs. actual on a daily basis. Manage non-revenue hours and minimize overtime
 - **Zero accidents** - Make vehicular and employee safety a daily priority. Work closely with all staff to eliminate unsafe practices and conditions leading to no accidents.
 - **Accurate billing** – establish and monitor a system where all routes, trips, and hours are billed according to contract.
 - **Monitor spending** – Establish staff purchasing authority and items needing the manager’s approval
6. Insure all State Reports, monthly student counts, preventative maintenance programs, and computer routing tasks are completed in a timely manner as prescribed by company policy and state law.
7. Maintain all vehicles in a safe, clean, and dependable manner.
8. Report to the corporate office as required.