

10 Adler Drive, Suite 102 • East Syracuse, NY 13057

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Director of Consultations and Training Services (Full Time Position)

The Director of Consultations and Training oversees all aspects of the organization's consulting services, and school bus driver instructor and driver training activities providing direct support as needed. He/she manages PTSI's product and training development activities and all school transportation management and training related communications with local, state and federal government agencies. Manages and coordinates the work of all external staff and contracted consultant instructors, and transportation study consultants. This position performs the function of a Project Manager on all projects and transportation related management and training contracts.

DESIRABLE EDUCATION, CERTIFICATION, EXPERIENCE and SKILLS REQUIREMENTS

Education:

- College Degree in a related field (minimum)
- Master or Certified Instructor in New York State and qualifications to obtain a Master Instructor certification within 2 years from the date of employment. *(Required)*
- NYS DMV 19A Certified Examiner / or ability to be Certified as a 19A Examiner *(Required)*
- Open to continuous professional development opportunities as available or requested by Board of Directors

License:

- Valid Driver License.
- Comply with PTSI's Motor Vehicle Insurance Requirements.

Experience:

- At least five years' experience as a director/manager of a school transportation operation and three years' experience as an instructor of school bus drivers
- At least ten years' experience in school transportation industry, 5 years of which must have been in New York State (NYS)

Skill Set:

- Organized and detailed oriented
- Effective communication abilities including writing and public speaking skills
- Above average ability to create and maintain relationships (people skills)

- Extensive school transportation background in school bus operations management and driver training management skills

ESSENTIAL DUTIES & EXPECTATIONS:

New York State Activities:

- Obtain and maintain all appropriate and relevant NY State Education Department, NY State Department of Motor Vehicles and NY State Department of Transportation credentials, certifications and authorizations
- Participate in agency state level meetings and events to achieve and maintain above average knowledge of industry events, trends and updates
- Establish and maintain professional working relationships with all NYS public and private school transportation industry leaders

Consultation Activities:

- Review all RFPs with the Interim Chief Operating Officer (COO) and determine if the scope of the work is within PTSI's purview to warrant a response
- When prudent and the project is within PTSI's field of expertise, perform the consultation or delegate the work as necessary
- Write effective and profitable PTSI proposals in response to all RFP projects approved to bid, maintaining healthy profit margins as defined by the PTSI financial specialist
- Respond to all requests for service quotes within PTSI procedures in a timely manner, providing follow-up as necessary
- Create and maintain professional relationships with PTSI consultants including recruitment of skilled and talented individuals
- Manage the field consultant staff skill sets, professional development and availability for project assignment
- Act as Subject Matter Expert (SME) on all consultation materials development, providing instructional materials (presentations) for some consultants
- Act as project lead on all proposals assigned to outsourced consultants which includes consultant travel arrangements
- Create interim goals and expectations with consultation customers to establish and maintain above average customer service
- Review all consultant draft reports for quality control
- When appropriate, write the formal report from the consultant's field notes
- Respond in a timely manner to all customer concerns within the scope of PTSI's work on all projects and facilitate appropriate resolution(s)
- Provide oversight on delivery of all consultation final reports, including the printing and shipping of physical copies of the report
- Review and approve all outsourced consultant expenses and invoicing for consultant payment

Product Development Activities

- Provide guidance to the Interim COO as to industry needs relative to new product development
- Create strategic action plans for new product development from onset to fruition
- In cooperation with the Financial Specialist, create financial projections related to each new product for Board of Directors review

- Recommend staff work duties related to all phases of product development
- Create mile markers and interim goals for assigned staff for each new product project undertaken, including clearly written expectations and timelines
- Create a schedule for in-person/virtual meetings to discuss new product development project status including the identification of challenges and potential remediation(s)
- Provide oversight to the work of any outsourced tasks related to a new PTSI product
- Regularly review PTSI products and recommend updates needed to maintain cutting edge and up to date products and information contained in each. Perform the update or delegate the task to an outside source

Finance / Budget Activities:

- Consult with Financial Specialist regarding financial decisions and budget activities related to consultations, Instructor and/or driver training development and product development
- Monitor all Consultation and Training Departments' annual budget projections monthly
- Review and authorize all in-house and contracted consultants and training staff expense records for reimbursement

Salary DOE: \$55,000 – \$70,000/year

Must be willing to relocate to Syracuse.

Are you the right fit for this position? Send your resume and cover letter to chacity@ptsi.org today!