

Job Title: Route Logistics Manager

Work Location: Orange County, NY
Division/Department: Route Management Services
Reports to: Director of Route Logistics

Full-time
 Part-time

Exempt
 Nonexempt

ESSENTIAL DUTIES AND RESPONSIBILITIES

Route Logistics Manager will work with county stakeholders, bus companies, service providers, and parents to ensure safe, efficient, and timely transportation of children to and from provider sites.

- Perform related duties as assigned by director
- Maintain compliance with all company policies and procedures
- Coordination of transportation
- Establishment of runs and routes
- Coordinate dry runs
- Route signage
- Maintenance of transportation routing software
- Suspension of transportation services due to weather or other conditions
- Maintain child and service provider information
- Manage parent transportation agreements
- Point of contact and complaint resolution
- Incident and accident procedure and resolution
- Child records and data
- Reporting and forms

KNOWLEDGE AND QUALIFICATIONS

- Excellent knowledge of current and emerging logistics principles, concepts, practices, tools, techniques, and technologies to identify opportunities for maximizing service, effectiveness, and efficiency in an environment of continually changing requirements and parameters
- Formal education and training in the logistics field or the equivalent combination of education, training, and experience
- Knowledge of customer service and the parameters of Service Level Agreements (SLAs), routing constraints, and contracts in order to understand customer service expectations and needs and ensure appropriate consideration in the optimization process
- Excellent knowledge of, and demonstrated experience using and applying, relevant software (e.g. Versatrans, Transfinder, Edulog, or other logistics software) to develop and analyze various scenarios and recommend optimal logistics solutions
- Demonstrate operational experience in the transportation logistics field applying logistics principles, practices, concepts, tools, and techniques to develop and implement optimum logistics solutions
- Demonstrate process improvement experience in an operational environment
- Excellent knowledge of, and demonstrated experience in, the school bus industry
- Field experience with accident investigations

SKILLS AND ABILITIES

- Excellent analytical and evaluation skills to critically assess and evaluate policies, practices, and methods from differing perspectives in order to identify opportunities for enhancement and/or growth and to determine and evaluate how options and recommendations could impact the business
- Written communication skills to develop options, recommendations, and reports
- Verbal communication skills to exchange information and elicit and comprehend feedback from a diversity of internal and external stakeholders
- Well-developed customer service skills to elicit feedback to ensure needs and expectations are accurately and fully understood
- The ability to work independently and excellent organization and time management skills to manage a large number of routes and contracts
- Creative and innovation skills to critically analyze multiple contracts from different scenarios focusing on a longer term impact and implications
- Issues management/resolutions skills to identify trends, recurring issues, and opportunities for improvement
- Interpersonal and training skills to provide advice, guidance, and training to analysts in the team

SKILLS AND ABILITIES (CONT.)

- Ability to work under pressure in a fast-paced, customer-service oriented environment to deliver route solutions that address service issues within short timeframes
- Interpersonal, teamwork, relationship building, and maintenance skills to work effectively as well as recommend and implement improvements in a team environment
- Effective change management skills to advocate and champion change in a dynamic operational environment
- Ability to perform financial analysis (e.g. cost benefit analysis)

JUDGEMENT AND CREATIVE THINKING

- Position works under the general direction of the Director of Route Logistics and within a team of data analysts, logistics analysts to optimize route logistics and assignment of resources to optimize opportunities to enhance efficiency and cost effectiveness while maximizing excellence in customer service. Position applies creativity and innovation within generally accepted principles and practices of School Bus Logistics' values and service promise. Position will be interacting with a county director, bus companies, parents, service providers, and school districts to develop an understanding of current trends and identify areas of opportunities for improvements within the routing arena
- Considerable judgment is exercised in interacting with customers and eliciting their feedback on service and expectations in order to understand their needs and develop solutions that adequately meet their needs without raising expectations beyond what is feasible and viable
- Judgment is required to understand the unwritten business rules of the customer and identify when those rules should, or should not, be applied

FINANCIAL AND MATERIAL

- Position conducts cost analyses and makes critical cost-based decisions in determining how to allocate resources. Success of the position is gauged against the efficiency of logistics solutions, developed for current and new business, which minimize costs
- Position presents service metrics and drives routing and asset usage changes that will maximize customer service and utilize assets to their maximum capacity

CONTACTS

Internal

- Regular contact with other route logistics managers, route data analysts, and the Director of Route Logistics to receive feedback regarding route execution and to seek feedback regarding potential scenarios
- Regular contact with the School Bus Logistics team to seek feedback regarding potential changes and/or routing scenarios and to provide training, advice, guidance, and expertise

External

- Daily contact with customers to obtain feedback regarding needs, expectations, and service
- Daily contact with parents, bus providers, county stakeholders, school districts, and service providers
- Contact with external software provider to assist with new development testing, provide feedback, and receive training support

SENSORY DEMANDS

- Position requires continuous periods of long duration to analyze and evaluate service, trends, issues, and new business as well as to develop and analyze scenarios to maximize efficiency, effectiveness, and customer service

Frequency: Occasional Frequent Continuous

Duration: Short Intermediate Long

PHYSICAL REQUIREMENTS

- Must be able to lift and carry up to 50 lbs
- Must be able to talk, listen, and speak clearly on telephone
- Must be able to perform field site inspections on occasion
- Must be able to travel to onsite accidents in both Orange and Rockland Counties

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