



Services de transport des élèves
du Sud-Ouest de l'Ontario
www.monbusjaune.ca

Southwestern Ontario
Student Transportation Services
www.mybigyellowbus.ca

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| Position Posting | Service Development Manager |
| Reference Number | 2010-001SER |
| Salary Grade | under review |
| Posting Date | February 9, 2010 |
| Posting Type | External |

Services de transport des élèves du Sud-Ouest de l'Ontario/Southwestern Ontario Student Transportation Services (STS) is a transportation consortium responsible for the daily management of student transportation within Elgin, Middlesex and Oxford counties for the 4 coterminous school boards. More information regarding our organization is available at www.mybigyellowbus.ca.

We are currently seeking a dynamic **Service Development Manager** to join our team. Reporting to the General Manager, the Service Development Manager is responsible for overseeing student transportation and the leadership, mentorship and development of a technical team of route planners. The Service Development Manager will ensure the transportation system is planned to maximize system efficiencies and safety and will be responsible for managing projects related to system redesign and process optimization.

The Service Development Manager will have the following key areas of responsibility:

- Professional development and supervision of 2 Senior Transportation Specialists and 6 Transportation Specialists;
- Goal-setting and process improvement based on established key performance indicators;
- Invoice management and monthly budget process including preparation of statistical, financial and/or administrative reports including operating budgets;
- Implement and monitor policies and procedures set by the Board of Directors;
- Monitor and audit performance of 10 contracted suppliers;
- Respond to transportation related inquiries from parents/guardians, school staff and board officials;
- Familiarity with related legislation applicable to student transportation and management of the safety program.

The successful candidate must meet the following minimum qualifications:

- College Diploma or University Degree in Planning/Geography/GIS or Business Administration or other related discipline;
- Minimum of three (3) years experience in computer software, G.I.S and preferably in a transportation or logistics related environment;
- Minimum of three (3) years supervisory experience;
- Advanced computer skills using software including MS Office and database programs. Ability to quickly learn and ultimately master a highly-specialized route planning application at an advanced level.

The successful candidate will also have the following skills and abilities:

- Solution-focused with an ability to problem-solve creatively and give direction in real-time;
- Data analysis, report generation and presentation skills suitable for senior management at internal and external agencies;
- Ability to effectively apply outlined policy and procedures to ensure most effective course of action;
- Proven leadership skills for staff development and project management skills;
- Demonstrated ability to develop and create and enhance programs, policies and procedures;
- Experience in contract management would be an asset.

We offer a competitive salary and benefits. If you are interested in this opportunity, please forward a resume, covering letter and three (3) professional references by February 26, 2010 to hr@mybigyellowbus.ca with **Ref: 2010 – 001SER** in the subject line. *STS is an equal opportunity employer. We thank all interested applicants, however, only candidates selected for an interview will be contacted.*