

WILLARD

BUS LINES INC.

Area Manager

Willard Bus Lines Inc. was founded more than 60 years ago when a local family saw the need for safe, efficient and reliable school transportation services for the community of New Liskeard and its surrounding area of Temiskaming Shores. Willard Bus Lines, now 60 years later, with a full complement of experienced drivers and staff, a modern fleet, and a community driven focus, operates more than 40 school transportation routes daily for both the North East Tri-Board Student Transportation consortium and the Conseil Scolaire Catholique de District des Grandes Rivières. The fully equipped shop and administrative offices are located on the outskirts of the community of New Liskeard. Willard Bus Lines Inc. has recently been acquired by Iron Range Bus Lines Inc., another family owned and operated business providing transportation services in multiple locations across Northern Ontario for more than 80 years.

About the Role

The Area Manager, Willard Bus Lines Inc., will be responsible for leading, organizing and supporting dispatch personnel, drivers, and staff in the daily running of the operation in and around Temiskaming Shores. Active participation in all facets of the operation will be necessary. The Area Manager will work cooperatively with Consortia, schools, parents and community members to provide safe and on schedule delivery of students to and from school. Ensuring compliance with Consortia and Company policies, the Area Manager will foster the relationship amongst stakeholders and communicate relevant and timely information as required both internally and externally.

Key Responsibilities

Your key responsibilities will be to:

- Actively lead, organize, participate, and support staff in the daily running of operations and responsibilities.
- Act as a liaison to Boards, parents, school staff and the public.
- Ensure adequate staffing levels are maintained to provide expected levels of service to the stakeholders.
- Manage and investigate complaints received regarding staff or service levels.
- Meet with drivers to answer questions, provide guidance and support.
- Actively participate in staff recruitment and retention.
- Provide timely communications and updates to stakeholders.
- Proactively participate with lead trainer in safety and training programs. Investigate and update stakeholders on any accident investigations. Work cooperatively with authorities if required and complete reports as needed.
- Prepare and deliver agendas at safety meetings along with lead trainer.
- Obtain and communicate requested information to Senior Administration.
- Any other duties as assigned by Senior Administration to fulfill the contracts and obligations to the Consortia.

Knowledge and Skills

- Proven leadership skills and the ability to effectively manage others
- Excellent communication and organizational skills
- Excellent customer service skills
- Strongly self-motivated, including studying and maintaining working knowledge of industry standards and trends
- Basic computer knowledge and skills
- Fluency in French (written/spoken) is considered an asset
- Positive and approachable attitude
- Willingness to learn the industry for long-term employment opportunity
- A strong drive towards community and safety

Qualifications

To be considered for the role of Area Manager, Willard Bus Lines Inc., you should have demonstrated supervisory experience and training in a business setting, public education field or public relations. Safety experience is also an asset. A combination of experience and training in other fields will be considered.

To apply for this rewarding key managerial role in student transportation, submit your application to **Phelps** at careers@phelpsgroup.ca, specifying the job title in the subject line of your e-mail. Application deadline: **October 8th, 2021**.

Willard Bus Lines Inc. is committed to accommodating candidates who may have accessibility needs. If you require such accommodations, please contact us.

Phelps

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