



STUDENT TRANSPORTATION
CHILD CARE
ENERGY & ENVIRONMENTAL
COMMUNITY USE OF SCHOOLS

Chatham-Kent Lambton Administrative
School Services (CLASS) Invites Applications for the position of:

Charter Transportation Service Coordinator

Chatham-Kent Lambton Administrative School Services (CLASS) is a shared services organization owned equally by the Lambton Kent and St. Clair Catholic District School Boards. Our organization provides shared services in student transportation, community use of schools & childcare.

This is a CLASS Employee Group (CLASSEG), 35 Hour per week position based at our Wallaceburg office with no remote working options. Salary Range: \$66,805 - \$78,594 and includes a competitive benefits plan through a provincial benefits trust plan (extended health, dental, life insurance, AD&D) and enrollment in OMERS (Ontario Municipal Employees Retirement System) pension plan. Learn more about CLASS: www.cklass.ca

POSITION SUMMARY:

Reporting to the Supervisor, Student Transportation Services, the Charter Transportation Service Coordinator will support stakeholders in securing safe and effective charter transportation solutions. They will achieve this by drawing upon expertise, technical skills, and a customer service focus to support school staff & administration from Lambton- Kent and St. Clair Catholic District School Board schools.

The role will oversee the coordination of charter transportation bookings for field trips, athletics and program events, ensuring that accurate information is exchanged and maintaining close communications with internal stakeholders and service providers. In addition to setting up and maintaining the charter services software they will develop procedures and training materials and conducting training for end users. The Charter Transportation Service Coordinator will provide front line support to schools & service providers, acting as a liaison between all stakeholders. Other components of the position include vetting of potential charter service providers, supporting the invoice / financial administration & reconciliation as well as supporting the student transportation services operations in a backup role.

The candidate must effectively prioritize multiple demands and effectively manage time while being responsive to changing priorities. They must effectively work autonomously, demonstrate self-motivation, initiative and be well effective in a high volume, multi-stakeholder service operations environment.



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RESPONSIBILITIES:

- Work with schools to assist in trip planning, factoring in peak travel periods, holidays, special events, and road construction to ensure service availability from service providers;
- Support school board departments in planning and organizing large events (i.e. athletics, system / faith or special events);
- Ensure software platform configuration accuracy and maintain functionality to support operations with a focus on customer service and continuous improvements;
- Confirm information documented into the system to avoid trip errors by reviewing requests for service to ensure accuracy and reasonability;
- Approve online booking requests for schools in a timely fashion once quotes are received from the service providers;
- Generate system reports and analyze data, conduct post trip reviews and reconcile service provider invoices;
- Collect business and operational information of potential new charter service providers to ensure safe operations and business integrity;
- Maintain records and ensure compliance with approved CLASS charter service providers, ensuring all required documentation is complete and current;
- Perform service quality validation through school feedback and periodic fleet inspections to confirm quality of service and equipment;
- Work as a proactive and collaborative team member to provide shared services for the Boards in accordance with CLASS policies and best industry standards of practice;
- Initiate communications and co-ordinate the flow of information within the school board organizations and to all stakeholders – schools and service providers;
- Provide superior customer service to stakeholder concerns and provide appropriate solutions in accordance with CLASS policies;
- Work collaboratively with service providers and internal stakeholders to respond to service and driver issues;



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- Make sound decisions, solve problems and provide direction based upon established departmental practices, policies and procedures;
- Ensure that charter service accidents/incidents are promptly and properly reported to the appropriate stakeholders;
- Facilitate training for school/operator staff on the charter service procedures and tools;
- Assist in the development and implementation of policies and procedures;
- Serve as back up and support for home to school services by handling general inquiries and request processing regarding all aspects of student transportation, and;
- Provide operational support as required and assume other duties as assigned.

QUALIFICATIONS:

Education

- Graduate of an accredited College Diploma or University Degree in Planning / Geography / GIS, Business Administration or other related discipline;
- Minimum of three (3) years' experience in a transportation or logistics related environment, knowledge of the school bus industry is an asset;
- In lieu of educational requirements, a minimum of five (5) years of work experience in a transportation or comparable working environment may be considered;
- Combined progressive transportation experience in the geographical area of Chatham-Kent and Sarnia Lambton; or equivalent as deemed by the hiring committee;

Experience and Skills

- Minimum of five (5) years of progressive, applicable transportation operations experience; within a public sector or student transportation environment an asset;
- Excellent computer skills using MS Office Suite, demonstrated ability to quickly develop proficiency in custom software applications; experience with student transportation routing software may be considered an asset;
- Demonstrated ability to build and maintain collaborative internal and external stakeholder working relationships;



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- Exemplary written and oral communication skills and the ability to work successfully within structured timelines / budgets and with multi-disciplinary groups of stakeholders;
- Knowledge and understanding of the complex and reciprocal connections among different elements of the Board's organization;
- Proven interpersonal skills exhibiting diplomacy and constructive team-based skills with wide variety of stakeholders;
- Position requires a dynamic individual who can contribute to the continuous improvement of the organization through teamwork and customer service;
- Strong organizational, analytical, research, budget, problem solving, strategic thinking and planning skills;
- Creative thinker and problem solver, open to new ideas with ability to effectively manage approved multiple priorities;
- Results oriented and comfortable working under minimal supervision or in a team;
- Must have a flexible approach to work schedule and duties; be comfortable dealing with unpredictable workflow and functioning in a changing work environment and must be able to work extended hours when required at peak times;
- Preference given to individuals with experience or knowledge of School Board operations, CLASS or comparable public sector / shared services organizations; and
- Must possess valid Ontario driver's license and a reliable personal vehicle as travel is required throughout the district.

CONFIDENTIALITY:

This role will have access to sensitive, proprietary, and confidential data. The successful candidate must demonstrate the ability to handle matters requiring high levels of diplomacy, sensitivity, and confidentiality to conduct daily business in keeping with privacy legislation and related policies.



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Qualified candidates interested in this position may submit a cover letter, resume, proof of educational qualifications and three written references from professional associates by 3:00 p.m. June 12, 2026 to:

General Manger, CLASS
600 Gillard Street
Wallaceburg, ON N8A 4L3
Email address: careers@cklass.ca
Web Site: www.cklass.ca/Employment

We thank all applicants for their interest in opportunities with CLASS. Contact will be made with applicants whose experience and qualifications most closely match the requirements of the position. Communication with short-listed candidates will be made through the email address provided on the application.

No phone calls please. CLASS is an equal opportunity employer, committed to fair and accessible employment practices that attract and retain talented employees in a workplace that is inclusive, supportive, and reflective of the diverse community we serve. We will provide reasonable accommodation, based on any of the human rights protected grounds, during the hiring process if advised in advance during the application process.

AI may be utilized throughout the selection and recruitment process.

Ensuring the safety of our students is essential. For this reason, as a condition of employment, all CLASS staff are required to provide an original copy of an acceptable Criminal Record and Judicial Matters Check (CRJMC) prior to the commencement of employment and maintain same every five years thereafter.