

City of Fort Worth, Texas Job Description

Classification Title	School Crossing Guard Program Manager		
Job Code:	MG1811	Job Family:	Management
Pay Grade	612	Date Reviewed:	01/17/23
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Manages, directs, organizes and maintains operational functions related to the School Crossing Guard program; consisting of coordinating and planning school crossing guard activities, performing safety evaluations, developing and executing pedestrian safety education events, identifying needs and overseeing implementation of necessary pedestrian infrastructure, in addition to clerical, contractual and administrative responsibilities. Provides complex management and administrative leadership to the Transportation and Public Works senior management and Council on issues related to the School Crossing Guard program in the City.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Negotiates and maintains program contracts and ensures that all parties comply with their contractual agreements and obligations.
3. Develops and administers the division's annual operating revenue and expense budgets including invoice payments.
4. Builds relationships and maintains positive communication with school district administrators, school district safety officers, Fort Worth Police Department, City Council and City Management Office, and diverse communities to provide responsive crossing guard customer service.
5. Oversees the daily operations of the School Crossing Guard program. Performs warrant studies for existing and prospective school crossing locations; reviews major functions and activities within the program; and makes appropriate changes to improve efficiency.
6. Develops and directs the formulation of Pedestrian Safety Education Campaigns and works with school districts to coordinate periodic in-school presentations, training and education events.

7. Conducts safety studies, reviewing crash information, assembling factual data, preparing correspondence and reports; and confers with traffic engineering team to recommend appropriate safety countermeasures.
8. Coordinates with traffic engineering team on development and implementation of pedestrian infrastructure projects.
9. Performs field inspections and office work during the course of duties; including periodic safety field spot checks to review student pedestrian and crossing guard activity at School Crossing Guard locations
10. Listens effectively, responds to and addresses all customer complaints relating to the School Guard Crossing program issues; assists in crash investigations to ascertain the causes and recommends preventative methods and protocols.
11. Makes presentations to school districts, citizen groups and Council.
12. Performs other related duties as required.
13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Principles and practices of supervision, training and personnel management
 - Methods, theories, procedures, and practices used in School Crossing Guard programs
 - Pedestrian safety best practices
 - Public outreach and engagement methods, tools, and techniques
 - Contracts administration and negotiation
 - Good customer service practices
 - Methods and techniques used to conduct a variety of analytical studies
 - Methods of research, program analysis, and report preparation
 - Principles and practices of municipal accounting and budgeting and business planning
 - Management business practices, principles, functions and processes
 - Organization objectives, procedures, policies and regulations
- **Skill in:**
 - Organization and time management.
 - Computers and applicable software.
 - Conflict resolution.
 - Negotiation.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing; Bilingual.
 - Present accurate, complete, clear and concise written and oral reports and presentations.
 - Conduct field work.
 - Develop plans, objectives, operating procedures.

- Analyze problems, formulate solutions, and evaluate the effects.
- Deal effectively with citizen complaints
- Exhibit emotional intelligence
- Ask clarifying questions to ensure understanding of the content
- Evaluate and analyze operational systems.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's Degree from an accredited college or university with course work in Urban Planning, Public Administration, Business Management, Business Administration, or related field and five years of increasingly responsible experience in administrative, fiscal, personnel, and management experience, including two years in a supervisory capacity.

OTHER REQUIREMENTS

Valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.