

POSITION TITLE: SCHOOL CROSSING GUARD COORDINATOR

DEPARTMENT/DIVISION: PUBLIC WORKS

POSITION SUMMARY: Responsible for overseeing the entire Crossing Guard program. Conducts regular check-ins, ensures policy compliance, participates in recruitment activities and placement, coordinates training and development, provides shift relief, scheduling and administration. Participates in a variety of field reviews and/or studies analyzing data to ensure successful operation of the program in compliance with all guidelines and legislative regulations.

SUPERVISED BY: Roads and Parks Superintendent or designate.

SUPERVISES: Assists the Superintendent with approximately 17 School Crossing Guards at a time.

EDUCATION: College Diploma in Office Administration, Business, or related discipline.

EXPERIENCE: One year experience as a Crossing Guard. Experience and knowledge of applicable legislation, traffic regulations, traffic by-laws and safety procedures related to school crossings, including Occupational Health and Safety Act, Highway Traffic Act, Ontario Traffic Manual and Municipal Act.

MAJOR RESPONSIBILITIES:

- Develops, maintains, and prioritizes the work plan in support of the School Crossing Guard Program.
- Works with the Roads and Parks Superintendent to assess staffing needs and coordinate with Human Resources on the recruitment process inclusive of conducting interviews and making recommendations regarding selection and replacement of full time and standby crossing guards.
- Coordinates the schedule for all Crossing guards, to ensure all crossings are attended to for optimal coverage and safety.
- Performs on-site assessments of assigned staff to ensure guards are conducting operations in a safe manner and adherence to Occupational Health and Safety Act, Highway Traffic Act, Ontario Traffic Manual and municipal policy. This includes training, coaching and performance management.
- Consults with the Roads and Parks Superintendent with respect to conducting relevant studies and analysis to determine where new crossing guards are

needed as well as evaluating existing locations for continuation or removal of crossing guards. Assesses pavement markings and signage at school crossings reporting any safety hazards and other potential safety issues to the Superintendent or Manager. Enforces policies, practices, completes Incident/Accident forms, and all documentation related to the School Crossing Guard Program.

- Responds, addresses, and follows up on concerns and/or complaints about the Crossing Guard Program from parents, schools and the public including tardiness, absenteeism, job performance and site conditions.
- Recommends and supports employee discipline based on inappropriate or dangerous conduct.
- Maintains accurate records of employee conduct. Promotion of road safety awareness and educational safety programs.
- Organizes and presents the annual training orientation meeting for new and returning guards, including reviewing and updating the Crossing Guard Manual annually.
- Works with the Roads and Parks Superintendent to complete annual performance reviews for all guards.
- Organizes and presents the annual end of year recognition event for all guards.
- Utilizes software to input, track and maintain a range of records, including but not limited to Crossing Guard contact information, school and crosswalk locations, scheduling records, etc.
- Provides guards shift coverage for time off requests, sick time, etc. Exercises judgement in determining safe opportunities to cross students and pedestrians:
 - a) Reports to assigned crossing at appointed times, on time, to accompany students and pedestrians safely across roadways/intersections by observing safe gaps in traffic and stopping traffic as necessary.
 - b) Communicates with students and pedestrians and control the flow of motor vehicles using appropriate hand signals and clearly displaying a school crossing stop sign in an upright position, visible to motor vehicles approaching from each direction, until all persons have cleared the roadway safely.
 - c) Records license numbers of vehicles disregarding traffic signals and report infractions to supervisor and police.
 - d) Oversees the safe conduct of students & pedestrians while waiting to cross the roadway/intersection and report unsafe behavior to school officials and supervisor
 - e) Promotes pedestrian safety with school children, parents and teachers by providing instructions for safe crossing procedures.

- WORK DEMANDS:** Seasonal (September – June). Working day is scheduled in split shifts morning, lunch hour and afternoon.
- SENSORY DEMANDS:** Vision (depth perception; peripheral; distance) and hearing sufficient to monitor activities of motorists and motor vehicle movement, students and pedestrians.
- PHYSICAL DEMANDS:** Mobility is required sufficient to stand for long periods of time; sit and stand and step up and down curb heights/curb cuts; safely walk with students and pedestrians across streets/roadways/busy intersections; lift and hold a school crossing sign, perform hand and arm crossing gestures; and work in hot/cold/wet weather extremes. Exposure to motor vehicle traffic.

POSITION REQUIREMENTS:

The incumbent must have an enhanced ability to deal courteously and professionally with members of the public, staff members and third-party entities by phone, email and in person in accordance with the City of Port Colborne's Customer Service standards. Strong time management, customer service and conflict resolution skills. Proficiency in application of MS Office, especially Excel, Word, PowerPoint and Outlook. Prompt and regular attendance is required. The position requires a police background check (including vulnerable sector check). Also, a mandatory 'fit test' clearance from a physician - see fit test form for details. Must adhere to the City of Port Colborne's policies for health & safety rules and regulations in accordance with the laws and regulations of Ontario as well as the AODA. A valid Ontario G Driver's Licence in good standing. First aid training is an asset.