

Title:	Operations Controller	Status	Full Time (38hrs per week)
Department:	Service Delivery	Location:	Enoggera
Reports to:	Depot Manager	Shift:	Monday to Friday between operational hours of 6am – 6pm <u>PLUS</u> weekend coverage as operationally required
Direct Reports:			
Effective:	July 2026	Review:	July 2027

Purpose

To coordinate, monitor and support the daily delivery of Kangaroo Bus Lines services by ensuring the safe, reliable and efficient allocation of drivers and vehicles across school, urban, rail replacement and charter services. Providing real-time operational support, monitoring network performance, responding to incidents, communicating with drivers providing guidance and timely operational instructions and responses to requests for operational information throughout the day maintaining compliance with Fatigue Management and Chain of Responsibility legislation, and ensuring the highest level of customer service reporting any events that affect services.

Key Responsibilities and Duties (including other duties as required)

- Monitor and manage daily service delivery activities.
- Allocate drivers and vehicles to scheduled and charter services.
- Coordinate responses to accidents, incidents and service disruptions.
- Ensure all services operate safely, efficiently and in accordance with contractual commitments.
- Monitor on-time running performance and report network events.
- Manage route diversions caused by roadworks, traffic incidents, weather events or emergencies.
- Coordinate rail replacement services and planned service changes.
- Assist with implementation of new routes and service changes.
- Ensure that drivers receive appropriate level of instruction to perform their duties professionally and efficiently, reporting any on time running issues,
- Ensure drivers are fit for duty and hold current licences and authorities.
- Maintaining a high level of support in developing driver operational knowledge
- Maintain an awareness of potential problems while creating a warm and welcoming atmosphere for all teams.

Teamwork

- Working collaboratively as a member of the service delivery and wider KBL team, while also promoting a positive culture with the driving team

- Maintaining strict levels of confidentiality i.a.w the accompanying Confidentiality Agreement
- Participate in team meetings and continuous improvement initiatives.
- Support training and development of operational staff.
- Actively contribute to achieving operational performance targets.

Workplace Health & Safety

- Taking responsibility and reasonable care for the health and safety of themselves and others within the workplace by:
- Cooperating with all reasonable instructions given by KBL to ensure health and safety, including adherence to policies, safe work procedures and relevant aspects of the WHS Management System.
- Assisting KBL to accomplish its WHS objectives through participation in initiatives to achieve WHS performance indicators approved by management.
- Acting in good faith during consultation with KBL management about matters affecting their health and safety.
- Ensure compliance with applicable transport legislation.
- Ensure driver schedules do not encourage breaches of fatigue legislation

QUALIFICATIONS

Essential

- Current Queensland Driver Licence.
- intermediate Microsoft Office skills.
- Ability to pass pre-employment and ongoing Drug & Alcohol testing requirements.
- NHVR compliance knowledge.
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Desirable

- Transport industry experience.
- Fatigue Management qualifications.

SKILLS, KNOWLEDGE, EXPERIENCE

- Exceptional communication skills.
- Operational coordination and scheduling.
- Conflict resolution.
- Incident management.
- Analytical and problem-solving skills.
- High attention to detail.
- Ability to multitask in a fast-paced environment.
- Strong administration and reporting skills.
- Capable of reading and interpreting maps, route information and tracking systems.

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Employee Acknowledgement

I confirm that I have received and read and understood the job description for my role. I understand my responsibilities and agree to perform them to the required standard.
I acknowledge that this job description may be updated as required to reflect business needs.

Employee Name:	
Date:	
Signature:	