



Cooperative Alliance for Seacoast Transportation

Fixed Route Bus Operator

Job Description

POSITION TITLE: Fixed Route Bus Operator

JOB SUMMARY: Provides safe, efficient, and on-time delivery of passengers through the operation of a public transportation vehicle.

CLASSIFICATION: FLSA Non-Exempt (hourly, eligible for overtime)

WORK SCHEDULE: Can be full or part time. Operators select work by seniority, and work a variety of shifts and hours between 4:30am and 10:30pm, Monday through Saturday, with occasional Sunday work. Must be available for flexible hours and split shifts. Must be available during disaster, emergency, and weather events.

REPORTS TO: Fixed Route Supervisors

JOB DUTIES:

1. Essential Functions

- a) Drives one of several different buses or vans in a safe, courteous, and reliable manner along a designated route within a defined time schedule.
- b) Operate non-revenue vehicles between assigned reporting location and bus relief location.
- c) Notifies dispatch of deviations, overload, collisions, or passenger incidents.
- d) Notifies dispatch of passengers' medical or behavioral problems and bus mechanical or electrical trouble.
- e) Follows dispatch direction in resolving incidents, problems, and trouble on the vehicle.
- f) Stops at designated points to load and/or unload passengers.
- g) Sees that fares are deposited into the fare box, logs ridership data and dispenses information.
- h) Advises passengers of rules and regulations when necessary.
- i) Completes and submits written reports concerning various incidents and preventable and non-preventable collisions.
- j) Operates on-board computer for destination signs.

- k) Assists in the boarding and alighting of passengers in wheelchairs and other mobility devices. Ensures proper securement of the wheelchair.
- l) Makes ADA stop announcements and conforms to all other aspects of ADA regulations.
- m) Complies with all company policies, procedures, and performance expectations in the performance of duties.
- n) Promotes a collaborative, cooperative and respectful workplace and shows care and concern for their fellow team members.

2. Other Job Functions

- a) Stocks bus schedules and other COAST material at designated locations.
- b) Other duties as assigned.

3. Safety Duties

In addition to the general job duties, drivers are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies. Each driver will:

- a) Maintain control of their assigned vehicle
- b) Take charge of a security incident scene until the arrival of supervisory or emergency personnel
- c) Collect fares in accordance with agency policy (if applicable)
- d) Attempt to handle minor non-threatening rule violations
- e) Respond verbally to complaints
- f) Attempt to defuse minor arguments
- g) Determine when to call for assistance
- h) Report all security incidents to agency dispatch or supervisors
- i) Complete all necessary security related reports
- j) Support community emergency response activities as directed by the COAST policies, procedures, and personnel

REQUIREMENTS:

1. Knowledge

- a) Must possess a High School Diploma or equivalent.
- b) Ability to read, write, and speak the English language.
- c) Ability to perform basic arithmetic.
- d) Must possess a valid Commercial Driver's License with passenger endorsement and air brake endorsements and meet COAST's driving record requirements.
- e) Must be able to write legibly in the preparation of pre-trip forms, incident reports, collision reports, etc.

2. Emotional / Psychological Factors

- a) Ability to communicate and work effectively with the public.
- b) Ability to deal with stressful situations occasionally, and be prepared to handle them at all times.
- c) Ability to make decisions regularly regarding emergency situations, traffic situations, and customer service situations. Ability to make some decisions quickly.
- d) Ability to concentrate is a requirement to be able to drive safely, despite distractions including passenger conversations or questions, two-way radio conversations, traffic, etc.
- e) Ability to concentrate on multiple tasks with frequent interruptions.

3. Physical Requirements

- a) Operating a bus or van is an essential function of the job.
- b) Must be able to get to assigned work location on time regardless of weather. Many shifts start before and end after public transit runs, necessitating the operator be able to provide own transportation to work.

MOBILITY:

Sits while operating a bus approximately 80% of the workday. Gets up as frequently as each hour and a half, for up to five minutes, when the schedule permits. Stands and moves about the bus and garage approximately 15% of the workday. Performs pre-trip inspection of bus by walking around and through bus. Assists passengers in wheelchairs by securing the chair and by operating the wheelchair lift. Stoops or bends to secure wheelchairs in the bus, on the average of 5% of the workday - depending upon the

number of wheelchairs. Must have ability to secure and maintain a DOT medical certificate.

EXAMPLES OF WEIGHTS LIFTED AND THEIR FREQUENCY:

Frequent lifting of light items less than five pounds is required. Lifting heavy objects is not an essential function of this job. Must be able to push and pull to assist passengers in wheelchairs, as well as push and pull steering wheel and vehicle controls continuously.

VISUAL REQUIREMENTS:

Must be able to read and comprehend written material and distinguish material using close-up vision. Depth perception, peripheral vision, distance vision, and color perception are required for driving. Ability to see well at night in driving situations is required. Must be able to pass vision portion of DOT medical exam.

DEXTERITY:

80% of the work time involves extensive use of hands and fingers including, reaching and grasping. Reaches for two-way radio, reaches to side for door control, PA microphone, etc. Grasps steering wheel, wheelchair lift control, bus door control, PA microphone, two-way radio. Must be able to bend, stoop, and crouch to secure passengers in wheelchairs to the vehicle using existing restraints on the floor of the vehicle.

ENVIRONMENTAL CONDITIONS :

Noise exposure is moderate--passenger conversation, diesel engine noise, automobile traffic noise, two-way radio conversation. Some exposure to outdoor weather extremes. The bulk of such exposure would come from the pre-trip inspection of the vehicle, emergency situations involving traffic accidents, weather emergencies, etc. Some exposure to vehicle emissions.

HEARING/TALKING:

Listening and talking (communicating) are essential to performing this job. Operators must be able to hear and understand normal speech, as much of the job information is received verbally. Operators must have the ability to hear normal conversation and environmental sounds. Operators must respond to passenger questions, make stop announcements in a loud, clear voice, and communicate via two-way radio.

MISCELLANEOUS:

Must be willing to work shift hours and days as bid and assigned. Must possess a regulation watch or time keeping device, adhere to Operator's dress code, and any

other requirements relative to job performance. Must have the ability to secure and maintain a Class B Commercial Driver's License with passenger and air brake endorsements. Must have ability to secure and maintain a DOT medical certificate as a condition of employment.

The above description is intended to describe the general content, identify the essential functions, and set forth the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have received, read, and accept the above job description:

Name: _____ Date: _____

Sign: _____