



July 2023
FLSA: Non-Exempt
Training Rate: \$20.00
In Service Rate: \$25.00

BUS OPERATOR

DEFINITION

Under general supervision, operates commercial public transit vehicles on assigned routes, balancing safety, service, and schedule adherence; ensures the safety of passengers, pedestrians, and other drivers; provides courteous service at all times; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey level classification is responsible for independently performing transit vehicle driving and passenger transporting duties. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Operates various types of vehicles safely in all types of weather and traffic conditions according to printed passenger schedules and operator bids.
- Performs pre-trip and post-trip inspections; sanitizes and performs general upkeep tasks of assigned vehicles, and safety checks of equipment; sets correct destination and route signs.
- Maintains records and submits written reports and completed forms including driver logs, manifests, incident reports, Driver Vehicle Interface reports, unusual occurrences, run sheets, passenger counts, and collision, incident, and vehicle discrepancy reports.
- Provides transit information and quality customer service to passengers while demonstrating empathy, accountability, and tact; monitors and enforces adherence to passenger policies.
- Maintains regular and predictable attendance; strives to fulfill management expectations to arrive and sign into work on time; works hours as scheduled and wears clean, neat uniforms.
- Adheres to all regulations related to the Americans with Disabilities Act (ADA) to include calling out stops and securing mobility devices; correctly operates wheelchair lift with proper safety restraints.
- Picks up and discharges passengers at designated bus stops safely; regulates heating and ventilating equipment on the bus for the comfort of passengers.
- Reports all incidents, emergencies, or unusual occurrences to dispatch office immediately; reports non-emergency mechanical issues.

- Operates farebox and other electronic systems; follows fare collection procedures.
- Attends trainings; informally mentors new operators.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operation of transit busses.
- Safe driving techniques for various road and weather conditions.
- The geographic service area and use of basic maps.
- Basic math and writing skills.
- Americans with Disabilities Act (ADA) regulations.
- Wheelchair lifts and safety restraints.
- Various transit routes and schedules.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Safely operate assigned transit vehicles and transport passengers.
- Apply proper driving procedures in snowy, icy, mountainous, steep, and winding conditions, often with blind corners and/or low visibility.
- Chain bus tires in wet, cold, muddy, and low visibility conditions.
- Navigate traffic, pedestrians, skateboards, scooters, bikes, and inattentive individuals.
- Read, understand, and interpret transit system operating rules, regulations, policies, and routes.
- Learn transit routes and schedules and adapt to changes.
- Perform pre- and post-trip vehicle inspections.
- Assist passengers with disabilities including securing support equipment such as wheelchairs.
- Enforce passenger policies; appropriately and safely manage intoxicated passengers.
- Communicate with patience, respect, and tact particularly where language barriers may exist.
- Manage stress and distractions.
- Prepare clear and concise written reports, forms, and records.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Five (5) years of experience driving a motor vehicle.

Licenses and Certifications:

- Possession of, or successful acquisition within 60 days of employment, a valid “Class A” or “Class B” Commercial Driver’s License with Air Brake and Passenger Endorsements, to be maintained throughout employment.
- Obtain and maintain all other endorsements/clearances required by DMV and obtain DOT medical certificate and maintain such for the duration of employment as an Operator.

PHYSICAL DEMANDS

Must possess mobility to work in a predominantly vehicle driving/operation environment; to operate a motor vehicle and drive on highways, surface streets, and country roads in light to heavy traffic conditions; strength, stamina, and mobility to perform medium to heavy physical work. The incumbent must regularly hear, sit, reach with hands and arms, and use leg/foot to reach or handle vehicle controls and lifting devices. Physical effort and finger and manual dexterity are regularly needed to operate assigned equipment. Visual requirements include near and distance vision, color vision, night vision, peripheral vision, depth perception and the ability to adjust focus; vision is also needed to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The incumbent must sit for long periods of time while operating vehicles and walk on multiple types of surfaces to inspect vehicles and assist passengers. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work vehicles. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 60 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees primarily work in a driving environment and are frequently exposed to road and traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, and fumes, hazardous substances, and human or animal bodily fluids. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing District policies and procedures.

WORKING CONDITIONS

This is a safety sensitive position under FTA drug and alcohol regulations and therefore is subject to random drug and alcohol testing.