



Title: Community Bus Services Operator

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to operate District coaches. This is accomplished by providing safe and timely transport of passengers; assisting passengers; recognizing and resolving circumstances or events that impact proper operation; inspecting coaches; completing reports; collecting fares; inspecting passes; and providing special assistance to disabled passengers. Duties may vary based on route, physical demands, equipment and clientele. Other duties include performing special service duties and other special assignments per dispatch.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
#	Code	Essential Functions		
1	M	Operates coach/bus; follows safe, defensive driving practices; follows District operating policies and procedures; collects fares; validates passes; maintains schedules; operates radio; follows prescribed and flexible bus route; enters announcements in automated system; operates mobile computer.		
2	M	Performs customer service activities; manages passenger conflicts and disruptive passengers; assists passengers with directions, information, rules, and regulations; assists with 911 emergency situations as directed; assists boarding/exiting passengers; assists with securing carts, strollers, luggage, and other belongings; assists passengers who need special assistance.		
3	L	Performs pre-trip safety inspection; conducts coach inspections as needed; promotes passenger safety awareness; identifies potential safety concerns; reports coach trouble/malfunction, traffic problems, road hazards and accidents; troubleshoots en route problems; completes paperwork including time slips, day card, arrival and departure times, occurrence/incident reports, passenger counts, types of fares used, and log books.		



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Two years of customer service experience that includes providing information and/or assistance directly to the public OR 1 year of previous transit operator experience.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic –Ability to write simply sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California driver’s license is required with the ability to obtain and maintain a valid Class B driver’s license, with Passenger and Airbrake endorsements and medical certificate. Requires three (3) years of verifiable driving experience and good driving record.



KNOWLEDGE
<ul style="list-style-type: none"> • Traffic laws; safe driving practices • General methods of tactful public communication and customer service

SKILLS
<ul style="list-style-type: none"> • Basic computer functions

ABILITIES
<ul style="list-style-type: none"> • Successfully complete District’s Operator training program • Learn District’s policies, procedures and practices • Learn transit operations, rules, policies, ordinances and laws • Learn to operate transit vehicle safely and effectively • Learn to operate radio, public address systems and mobile data computer. • Work independently and follow verbal and written instructions • Maintain schedules and meet time points • Work flexible and/or irregular hours • Communicate clearly and concisely in English both orally and in writing • Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor • Demonstrate good judgment and decision making skills • Effectively handle emergency situations and difficult customer interactions that occur while performing duties • Maintain simple records and prepare reports • Obtain and maintain all other endorsements/clearances/certificates required by Department of Motor Vehicles • Obtain and maintain a valid Class B California driver’s license, with passenger and air brake endorsements and current medical certificate • Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655)

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “X”-					
Sedentary	Light	Medium	X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	X	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.



PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site; Communicating with co-workers; Coach inspections
Sitting	C	Driving
Walking	C	Around worksite; Entering/exiting coach
Lifting	F- may vary with route	Supplies; Equipment; Passenger personal items (carts, strollers, etc.)
Carrying	O	Supplies; Paperwork; Keys; Radio
Pushing/Pulling	F- may vary with route	Equipment; Wheelchairs; Opening doors
Reaching	F	For supplies; For controls
Handling	F	Radio; Run sheets/logs
Fine Dexterity	C	2-Way Radio; Operate doors and lifts; fare box controls; Fold bench seats; Tie down wheelchairs
Kneeling	O	Retrieving items from below; Securing wheelchairs
Crouching	O	Assisting passengers with personal items (carts, strollers, etc.); Performing pre-trip inspections
Crawling	R	Retrieving items from below
Bending	F	Retrieving items from below
Twisting	F	Getting in/out of coaches; Assisting boarding passengers; Communicating with passengers
Climbing	O	Onto equipment; Stairs; Enters/Exits Coaches
Balancing	F	On equipment; Climbing stairs;
Vision	C	Driving; observing work site
Hearing	C	Communicating via telephone/radio; Communicating with co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	C	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio, Keys, Vehicle Directions/Maps, Clipboard, Accident paperwork package, Mobile Computer, Fare Box, Pen/Pencil, Bus Route sheets; Automated Announcement System



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	R
Electrical Hazards	N
Fire Hazards	R
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	F
Other (see 1 below)	R

-Environmental Factors-	
Respiratory Hazards	W
Extreme Temperatures	S
Noise and Vibration	D
Wetness/Humidity	S
Physical Hazards (high voltage, dangerous machinery, aggressive passengers)	W

(1) Biohazards

PROTECTIVE EQUIPMENT REQUIRED: None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other (specified, if applicable)	

PRIMARY WORK LOCATION:

Office Environment		Vehicle	X
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.