

Tompkins Consolidated Area Transit, Inc. (TCAT)
Position Description

Position Title: Bus Operator

Department: Operations

Working Title: Same

Classification: Hourly Non-exempt

Reports To: Transit Service Supervisor

Revision Date: 8/18/2015

Position Summary:

The Bus Operator position is a safety-sensitive position under general supervision that requires safe and professional operations of assigned bus on assigned route(s). Provide exceptional customer service to our passengers.

Essential Functions:

Driving:

- Drive a transit bus on fixed or demand response routes, as assigned, in the TCAT service area.
- Maintain route schedules and comply with instructions
- Monitor and manage fare box collection and educate passengers on fares
- Provide special service, as assigned

Customer Service

- Create and maintain a positive and friendly atmosphere providing the customer polite and courteous service at all times.
- Provide information and direction to the public through listening and interacting with the customers with the intent to help meet his/her needs.
- Maintain appropriate levels of passenger comfort and safety in the following areas:
 - special seating requirements
 - passenger behavior
 - physical environment
 - boarding and disembarking
- Comply with hygiene and TCAT's uniform policy.
- Assume responsibility for passenger welfare including during accidents or medical emergency as required by TCAT's procedures.
- Comply with Americans with Disabilities Act standards as established by the operations department including operating the wheelchair lift, assisting passengers with transfers and making stop announcements at major bus stops and intersections.

Inspections, Documentation, Vehicle Transfer

- Perform pre-trip vehicle inspection checks as required by NYS law before departing the garage; complete Driver's Vehicle Inspection Report (DVIR) as required by TCAT's procedures.
- When relieved on route, provide new operator with information about any potential safety defects that have been identified and pass on route information.
- Upon return to the garage as a post-trip review, document on the Driver's Vehicle Inspection Report (DVIR) any defect or deficiency discovered while driving that could adversely affect the safe operation of the vehicle or result in its mechanical breakdown.
- Report all incidents or accidents and complete/submit the required forms, documents and/or reports as required.

Nonessential Functions:

Other duties as assigned and needed which may include: bus shelter maintenance, information dissemination, answering telephone, route training of new drivers.

Qualifications:

- Must be at least 21 years of age.
- Must possess high school diploma or General Education Degree (GED).
- Must possess clean and valid Commercial Driver License (CDL), Class A or B with passenger and air brake endorsements in the State of New York or possess a motor vehicle driver license valid in the State of New York and a CDL Class A or B Learner Permit with a passenger and air brake endorsement with no restrictions to disqualify from performing the essential duties of the position.
- Must meet NYS Vehicle and Traffic Law's 19A requirements including physical examination.
- Must pass a pre-employment drug test and be subject to random drug and alcohol testing.
- Must be able to meet and maintain insurability standards as established by TCAT's insurance carrier.
- Must have one year of driving experience with a CDL Class A or B license on a full-size bus (may be a cumulative equivalent of school bus, private charter and public transit driving) or have driving experience and a CDL Learner Permit successfully passing the New York State road test while in TCAT New Bus Operator Training Program.
- Possess good knowledge of safe driving practices, vehicle traffic laws and regulations.
- Have demonstrated the ability to work effectively with peers.
- Must possess good communication and customer service skills and be able to deal with diverse customers and co-workers in a positive manner.
- Ability to read and follow written schedules and instructions.
- Ability to exercise good judgment with respect to passenger and equipment safety.
- Must be able to drive in all types of weather.
- May be required to accept occasional overtime assignments.
- Must follow established policies and procedures of TCAT.

Working Conditions:

- May come in contact with diesel fuel, fluids, petroleum products, and toxic fumes. Exposed to inclement weather, icy conditions.
- Noise level is moderately loud due to running of gas and diesel engines.
- Works shifts that may be up to 15 hours per day due to splits.
- Subject to working day and night hours over a seven day period in a high stress environment.

Physical Demands:

- Must be able to drive and be seated for 4 up to 10 hours per day.
- Must be alert at all times.
- Must be able to bend, twist, stoop or crouch in the performance of pre-trips and other bus operator duties.

Signature

Date

This job description is stated in general terms and does not describe all duties which may be assigned or required. The job description is subject to change by the employer as the need of the employer and requirements of the job change.