



JOB DESCRIPTION

Job Title	CDL Bus Operator		
Supervisor's Title	Transportation Supervisor; Dispatcher		
Department	Operations	Grade	T4
		Date Prepared	1/5/07
FLSA Status	Non-exempt	Date Revised	2/20/07, 6/20/11; 9/10/2013, 9/10/15, 11/4/15; 3/1/2017

POSITION PURPOSE | This position involves all duties and responsibilities associated with transit vehicle operation. Duties include carrying out those functions pertaining to the safe, courteous, and efficient operation of assigned transit vehicles on routine and/or special service routes. Responsibilities include, but are not limited to, employing defensive driving techniques, maintaining professional courtesy while under stress, making public address announcements, properly answering questions and solving transit-related concerns of passengers, and exercising prudent judgment under a variety of constantly changing operating conditions. This is a safety sensitive position subject to the rules and regulations of the RFTA Drug and Alcohol Policy.

- ESSENTIAL DUTIES**
1. Conducts self in an appropriate manner as a representative of RFTA, working effectively in a diverse work environment, using prudent judgment at all times, performing duties in a safe manner, and assuring professional quality of services to all external and internal customers.
 2. Operates transit bus in revenue and non-revenue service while in strict compliance with RFTA policies, directives, and procedures and all Federal and Colorado traffic laws and regulations. This includes using proper defensive driving techniques.
 3. Maintains working knowledge of streets, current bus routes and stops within RFTA's service area as well as RFTA's current fare structure and bus pass programs.
 4. Maintains current knowledge of and adherence to all RFTA operating policies, directives, and procedures.
 5. Maintains current knowledge of and is in strict compliance with Federal and Colorado traffic laws and regulations as well as Department of Transportation (DOT) rules and regulations.
 6. Performs RFTA pre-trip inspection of transit bus for mechanical problems prior to beginning scheduled run. This includes conducting an external/internal visual inspection of the transit bus and pre-testing all necessary equipment, operating/safety devices, and transit bus controls for use while in service. Also conducts an internal visual inspection at the end of revenue service to collect and turn-in lost items.

7. Completes accident and incident reports accurately and legibly as necessary at the end of scheduled shifts.
 8. Completes farebox, passenger, and bus maintenance defect reports and maintenance repair orders as necessary upon completion of scheduled shifts.
 9. Provides customer service information in a courteous, professional manner. This includes operating the automated stop announcements system and/or stating stop and public information announcements over the public address system, and properly answering questions and solving transit-related concerns of passengers.
 10. Stocks the on-board bus schedule racks with appropriate bus schedules and RFTA approved brochures, issues official information fliers and surveys as required.
 11. Understanding of how to log into and out of computer terminal transit control head (TCH), knows how to override TCH and use manual systems, operates farebox, inspects various bus passes, and distributes and collects bus transfer slips in a professional, courteous manner. Also records and maintains passenger counts as necessary.
 12. Complies with the American with Disabilities Act (ADA) in operating the transit bus. This includes providing accessibility for disabled passengers to board and de-board by properly operating the accessibility lift and safely securing such passengers in a courteous manner, announcing designated stops, and pre-testing all passenger accessibility lifts and equipment during pre-trip inspections.
 13. Performs various physical duties to successfully complete job responsibilities. These can include, but are not limited to, boarding and de-boarding transit buses, operating the disabled passenger accessibility lift, properly securing disabled passengers, properly operating all transit bus controls and operating devices, and loading and unloading passenger baggage as required.
- OTHER DUTIES
1. Completes other job-related duties as assigned.

JOB SPECIFICATIONS

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and the ability to use standard defensive driving techniques.
- Ability to read, write, and speak English.
- Ability to tell time and keep a timely schedule.
- History of satisfactory attendance, which includes the ability to report to work in a punctual manner.
- Ability to read and understand maps and time tables, which includes determining directions and following a mapped-out route.
- Ability to use prudent judgment and common sense in making quick, safe decisions with minimal supervision and adapt to constantly changing operating environments.
- Ability to work unusual hours, split shifts, weekends, holidays, and overtime as required.
- Ability to effectively communicate, both orally and in writing, while interacting with customers and RFTA staff in a courteous, professional manner. This includes providing good customer service by attending to the needs of a diverse customer base in a sensitive manner.
- Ability to work and maintain professional composure while under stress and pressure.

	<p>Demonstrated ability to work effectively in a diverse workforce.</p>
QUALIFICATIONS	<p><u>Education</u> High school diploma preferred, but not required. Must speak, read and write English. Any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability to perform the job.</p> <p><u>Licenses, Examinations, and Certifications</u> Must possess and maintain a Class B Colorado State Commercial Driver's License with a P2 endorsement. Must be able to pass a Department of Transportation (DOT) physical examination by obtaining a DOT Medical Examiner's Certificate for a minimum of a 2-year qualifying period and then maintain current DOT Medical Examiner's Certification thereafter.</p> <p><u>Experience</u> Must be at twenty-one (21) years of age. Must have five (5) years of licensed driving experience.</p> <p>Any combination of experience which would provide the applicant with the desired skills, knowledge and ability to perform the job is required. Some experience operating large vehicles is preferred but not required. No more than two (2) minor violations within the past three (3) years. No major violations within the past five (5) years.</p>
ON-THE-JOB TRAINING	<p>Less than three (3) months of on-the-job training is normally required to perform the job effectively. Must successfully complete the Bus Operator Training Program offered by RFTA, which includes achieving the required minimum scores on all written and driving tests and evaluations.</p>
EQUIPMENT UTILIZED	<p>All types of transit vehicles (25 - 40 foot buses, 65 foot articulated buses, cut away vans), wheelchair lifts, brake retarders, HVAC and electronic fare boxes are utilized.</p>
SCOPE OF AUTHORITY	<p>Defined procedures cover most duties. Generally, incumbent is expected to deal with different and specialized situations. Work is monitored continually. Daily schedules and priorities are established by the Transportation Supervisor and Dispatcher on Duty.</p> <p>Direction available from Transportation Supervisor or Dispatcher on Duty; available established practices and written procedures include:</p> <ul style="list-style-type: none">• Driver's Handbook• Shift Tripsheets• Weekly Operation Memos
FINANCIAL AUTHORITY	<p>Position responsible for fare collection.</p>
COMMUNICATION	<p><u>Internal</u> Daily contact with Transportation Supervisor and Dispatcher in person and by two-way radio to report for duty, receive directions and solve problems.</p> <p>Contact as needed with the Operations Manager by telephone, in writing and in person to receive directions and solve problems.</p> <p><u>External</u> Personal daily contact with passengers to provide information.</p> <p>Contact as needed with Police Officers in person and in writing to provide information regarding accidents or unusual occurrences.</p>
SUPERVISORY RESPONSIBILITY	<p>No supervisory responsibility is required for this position. May assist in route training of new drivers.</p>

**WORKING
CONDITIONS**

Moderate physical activity required by handling objects up to fifty (50) pounds regularly and up to twenty (20) pounds frequently . Drives motorized vehicle for long periods of time. Also encounters hazardous weather and road conditions, equipment failure, passenger complaints, non-English speaking passengers, and route detours.

Demonstrated physical ability to climb stairs, reach above shoulder level, walk for an extended distance, bend, stoop, lift, push/pull up to 70 pounds without assistance, and sit for an extended length of time.

Ability to work in an environment with dust, fumes, exhaust, various noise levels, various temperatures, and chemicals for an extended length of time as well as in various outdoor weather conditions as required.

EMPLOYEE RECEIPT AND ACKNOWLEDGEMENT

I UNDERSTAND AND ACKNOWLEDGE THE FOLLOWING:

- **I HAVE RECEIVED A COPY AND UNDERSTAND THE CONTENTS OF THIS JOB DESCRIPTION.**
- **I AM WILLING AND ABLE TO MEET ALL JOB REQUIREMENTS AND PERFORM ALL ASPECTS OF THE JOB AS DISCUSSED IN EACH SECTION ABOVE.**
- **I HAVE HAD AN OPPORTUNITY TO HAVE ANY QUESTIONS ANSWERED AND I UNDERSTAND THAT IF I HAVE ANY FUTURE QUESTIONS REGARDING MY JOB DUTIES, POSITION REQUIREMENTS, OR THE CONTENT OF THIS JOB DESCRIPTION, I CAN MAKE AN APPOINTMENT TO DISCUSS QUESTIONS WITH MY SUPERVISOR, MANAGER, OR A REPRESENTATIVE FROM THE HUMAN RESOURCES DEPARTMENT.**
- **THIS JOB DESCRIPTION IS NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL DUTIES, RESPONSIBILITIES, OR QUALIFICATIONS ASSOCIATED WITH THE JOB.**
- **TEMPORARY MODIFICATIONS TO PROVIDE REASONABLE ACCOMMODATIONS DO NOT WAIVE ANY ESSENTIAL FUNCTIONS OF THE JOB REQUIREMENTS.**
- **JOB DUTIES AND REQUIREMENTS MAY BE UPDATED AT ANY TIME.**
- **THIS JOB DESCRIPTION IS NOT A CONTRACT OF CONTINUED EMPLOYMENT.**

EMPLOYEE NAME (PRINT) _____ EE # _____

EMPLOYEE SIGNATURE _____ DATE _____

MANAGEMENT AND HUMAN RESOURCES ACKNOWLEDGEMENT

I HAVE REVIEWED ALL ASPECTS OF THIS JOB DESCRIPTION WITH THE ABOVE NAMED EMPLOYEE.

HIRING MANAGER (PRINT) _____

HIRING MANAGER SIGNATURE _____ DATE _____

I CONFIRM THAT THIS EMPLOYEE HAS RECEIVED THE MOST RECENT VERSION OF THIS JOB DESCRIPTION AS OF TODAY'S DATE.

HR STAFF (PRINT) _____ DATE _____

HR STAFF SIGNATURE _____ DATE _____