

**JOB TITLE:** Bus Operator (Non-CDL)  
**DEPARTMENT:** Operations  
**REPORTS TO:** Street Supervisor  
**JOB LOCATION:** Denton, Texas

**LAST REVISION DATE:** 05/2019  
**JOB TYPE:** Regular Full-Time and Seasonal  
**PAY TYPE:** Hourly, Non-Exempt  
**HOURS:** Days, Nights, Weekends, Holidays

### **JOB SUMMARY**

Provide safe, reliable, courteous, and efficient transportation service for customers. Ensure a commitment to safety through consistent and professional behaviors in performance of job requirements. Demonstrate safety and customer service as fundamental values that guide all aspects of our work.

### **JOB FUNCTIONS** (These duties are a representative sample; position assignments may vary)

- Develop and practice defensive driving skills to prevent vehicle or customer accidents. In the event of an accident or emergency, assist customers to ensure their safety.
- Maintain courteous and professional demeanor with customers at all times.
- Provide accurate information to customers regarding fares, services, schedules and operating rules.
- Successfully perform scheduled service by picking up all customers on time and safely delivering them to their destinations within the designated timeframe, and when necessary, collecting the appropriate fare.
- Assist customers with boarding and exiting the vehicle, and secure wheelchair clamps or safety belts as required.
- Announce major streets, transfer points, and points of interest as required.
- Communicate effectively with dispatch or central office personnel to ensure safe and timely arrival and departure times.
- Perform routine safety inspections and associated documentation on assigned vehicle at assigned intervals, and immediately report all mechanical defects.
- Complete all necessary documentation as assigned, including: records and logs throughout the course of the day (i.e. odometer readings, times, and passenger information), and clear and concise incident reports as needed.
- Provide verbal and written reports to supervisors and management regarding service, safety, schedule, fare, and operational issues or concerns.
- Ensure that the vehicle is cleaned as needed during service.
- Perform job duties, and respond to situations, in a respectful and professional manner.
- Perform related duties as required.

## **REQUIREMENTS TO PERFORM WORK**

### ***Essential Knowledge and Skills:***

- Ability to gain knowledge of service area and services provided.
- Ability to understand and utilize various technology (i.e. tablets, radios, app-based software, etc.).
- Ability to navigate the service area using maps and/or on-board directional equipment.
- Ability to communicate effectively and respectfully with customers at all times.
- Ability to remain calm in emergency situations.
- Ability to read, write and communicate in English.
- Ability to work with the public in a variety of situations while performing several tasks simultaneously.
- Ability to develop and maintain defensive driving skills and operate a vehicle in a safe and efficient manner, as demonstrated during training period.
- Willingness and ability to work various hours, including early morning and late-night shifts; split shifts; weekends and holidays; and split days off.
- Ability to report to work regularly and on time.
- Background check and satisfactory physical exam are required as a condition of employment
- Must submit to and pass all required DOT pre-employment, random, reasonable suspicion, and post-accident drug and alcohol testing
- Ability to establish and maintain effective working relationships with customers, employees, management and the general public, including those from culturally diverse backgrounds, older adults, individuals with disabilities, and/or other vulnerable populations.

### ***Education and Experience:***

- Must have a valid drivers license with an acceptable driving record.
- Must be twenty-one (21) years of age or older.
- Must have High School diploma or GED equivalent.
- Professional driving experience preferred, but not required.
- Previous customer service experience working with the general public, older adults, persons with disabilities, and/or other vulnerable populations preferred, but not required.