



Bay Area Rural Transit Bus Operator Job Description

Job Title: Phillips Bus Operator
Prepared By: BART

Reports To: Operations Manager
Prepared Date: 02/09/2018

Summary – Operates buses according to schedules or dispatch instructions. Provides rides to the general public according to company policies and procedures.

Essential Duties and Responsibilities – includes the following and other duties may be assigned:

- Must possess the ability to be on time for scheduled operator shift.
- Provide the very best customer service to the general public.
- Must be able to explicitly follow instructions, (either verbal or written).
- Must possess the ability to multi-task while remaining calm.
- Maintains a knowledgeable awareness of the proper operation of all components of the vehicles used in the bus company.
- Inspect parts of the buses for damage or non- working parts.
- Operate the buses within the laws of the state of Wisconsin, position the bus for safe boarding of passengers, and provide a smooth comfortable ride for customers.
- Make sure the customers pay the scheduled fare for their ride.
- Count riders according to the instructions by the Transit Manager.
- Sell appropriate passes to the customers.
- Maintain a clean well groomed appearance and dress according to the uniform prescribed by the company.
- Maintains a clean, comfortable customer environment free from improper language.
- Reports any accidents or incidents to the supervisor immediately.
- Board and secure wheelchair riders according to safety instructions.
- Fuel the buses at the designated fuel stations and at the allotted times.

Qualifications – To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – A high school diploma or equivalent is required. Previous driving experience of vehicles similar in size to transit buses is desired. Sensitivity training, customer service training, and basic first aid training will be provided.

While on the Road – All drivers must observe all the laws and rules of driving. Drivers must maintain posted speed limits and observe all other traffic regulations. Citations for any traffic

offense will result in disciplinary action. In the event of an accident, notify dispatch or the Operations Manager immediately. In the event of a vehicle breakdown, notify dispatch or the Operations Manager immediately. Driver is responsible to set out emergency warning devices. As primary public relations for BART, your professionalism is vital to our success.

Language Skills – Employee must be able to talk and hear in order to ensure proper communication. Must possess the ability to read, write and speak clearly. Must have the ability to respond effectively to sensitive inquiries or complaints. Must be able to listen and to communicate with managers, co-workers, and the general public.

Work Environment: The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee will be operating a large motor vehicle. The noise level can be loud and distracting. The work characteristics can be quite sedentary. While performing the duties of this job, the employee is frequently exposed to outside weather conditions. Failure to fuel a bus prior to the end of a shift may result in disciplinary action. The employee is occasionally exposed to moving mechanical parts, fumes or airborne particles; risk of electrical shock and vibration. The employee may be required to perform snow or debris removal and cleaning of the bus. Drivers may refuse service to anyone whose conduct is such as to make him or her objectionable to other passengers. Drivers may also refuse service to anyone visibly under the influence of alcohol or drugs.

Physical Demands: The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee will be required to sit for long periods of time while driving the bus. The employee will be required to maintain similar body position for long periods of time while driving the bus. The employee will have to stand, walk and help people with disabilities board the bus. Employee must have excellent dexterity of hands and fingers to hold onto a steering wheel and operate the bus. The employee must be well rested upon arrival to work to safely operate a motor vehicle. Specific vision abilities required by this job include the function of adjusting focus. The employee is occasionally required to reach with hands and arms; climb stairs or balance; stoop, kneel, crouch, or crawl and taste or smell.

Mathematical Skills – Must possess the ability to add, subtract, multiply and divide. Must possess the ability to accept correct funds for passes.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in numerous situations. Must possess the ability to understand BART rules and apply them while operating.

Other Skills and Abilities – One of the strongest attributes an employee of BART must possess is the ability to get along with fellow employees and customers of the BART system. We are all on the same team and our success depends on our support of one another.

Other Qualifications – Will be considered on an individual basis.