



JOB CLASSIFICATION: FIXED-ROUTE COACH OPERATOR
CLASSIFICATION NUMBER:
DEPARTMENT: OPERATIONS
REPORTS TO: FIXED-ROUTE OPERATIONS MANAGER
STATUS: FULL-TIME, VARIABLE, PART-TIME FLSA NON-EXEMPT

◆ Integrity ◆ Trust ◆ Common Truth ◆ Respect ◆ Compassion ◆

Position Overview

Under the Operations Manager's direction, individual(s) in this position will be primarily responsible for the operation of transit vehicle(s) to provide safe, courteous and reliable transportation services to the general public, senior citizens and persons with special needs, to various destinations within the transit district, on either a fixed-route or route-deviated service. Coach Operator(s) must be able to provide excellent customer service; safely operate vehicles under varying traffic, weather and road conditions; monitor passenger fare deposits; update and maintain accurate, timely and complete documentation; and promote positive and professional relationships with passengers, the public and other employees. This is a safety-sensitive position, subject to Federal Transportation Association (FTA) drug and alcohol testing requirements.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended only as examples of the various types of functions that may be performed. The omission of specific duties and responsibilities does not exclude them from the position if work is similar, related or a reasonable assignment of the position.

- Provide exceptional customer service; manage difficult and sensitive situations in a prompt, professional manner; demonstrate respect and empathy to all persons encountered during course of work; and consistently uphold GTA Core Values.
- Operate transportation vehicle(s) on specified routes according to required time schedules; obey all traffic/transportation rules and regulations; adhere to all GTA policies and procedures; monitor safe mechanical operating condition of assigned vehicle(s); and pick-up and discharge passengers at designated locations.
- Observe safety standards to comply with federal, state, local and GTA rules, regulations and policies.
- Operate vehicle(s) in a safe manner, using defensive driving techniques; maintain assigned schedule; and make designated stops, either on assigned route(s) or at route-deviated pick-up/drop-off location(s).
- Inspect and prepare assigned vehicle(s) for safe operation by means of pre-trip inspections, including: adjust seat, mirrors and seat belts; display proper signage; test wheelchair lift; and equip coach with needed supplies, such as fare box, schedules, trip sheets, rider alerts, route binder and other necessary materials.
- Possess sufficient working knowledge of the geography of Grant County, with emphasis on specified routes.
- Monitor the conduct of individuals accepted as passengers while riding the bus and/or when present at designated boarding and departure locations. Resolve customer complaints courteously and tactfully. Must be willing and able to deny service to a rider on occasion, while on route, in accordance with GTA policies and procedures.
- Monitor collection of appropriate cash payments and ticket fares, through the operation of a fare box collection system. Check passes and other fare processes.

- Inspect vehicle at the end of each shift for damage and/or lost articles. Remove passenger and schedule information, debris and other inappropriate items. Complete required tasks in post-inspection policy procedures.
- Maintain bus cleanliness as needed and/or required while on-route.
- Provide safe, comfortable, and reliable transportation to the public. Promote positive passenger relations. Maintain a clean, professional appearance at all times. Greet passengers and/or public in a friendly and courteous manner.
- Provide accurate and helpful information concerning policies, routes, schedules and transfer points when requested and/or required. Assist passengers as appropriate, including the announcement of all major stops on fixed/deviated routes.
- Assist senior citizens, passengers with special needs and/or any other passengers requiring assistance including mobility-impaired passengers. Ensure passengers are properly secured using provided wheelchair and/or ambulatory securement systems devices when necessary. Assist in guiding wheelchairs and scooters on and off vehicles with ramps and lifts.
- Observe uniform requirements and/or other rules, policies, and regulations as outlined by GTA.
- Openly and effectively communicate with office personnel concerning schedules while en route; equipment, operational and/or passenger problems; and/or accidents and incidents, by using a two-way radio and/or completion of appropriate written reports.
- Monitor two-way radio calls, reporting conditions such as accidents, passenger incidents, mechanical malfunctions, delays in service, and traffic problems.
- Complete driver logs, accident and/or incident reports, on-the-job injury claims, surveys, and other required written materials in an accurate and timely manner.
- Attend regularly scheduled driver meetings as required.
- Abide by strict time schedule(s) and possess time-keeping device and communication device at all times while on duty.
- Keep current on certifications and training to ensure compliance with all licensing and training requirements.
- Understand pertinent procedures and functions; apply them appropriately without immediate supervision, ask for clarification when appropriate.
- May instruct Coach Operator trainees in proper driving habits, route structure, proper methods of loading passengers and other policies and procedures of the transit system.
- Report to Dispatch Support and/or Operations Manager problems and/or issues encountered with assigned work.
- Take responsibility for content and quality of work assigned, and continuously demonstrate commitment, empathy, fairness, and integrity.
- Advocate and actively participate in continuous improvement of the Agency; assist team members when needed; and support the Agency workforce at all times.
- Maintain punctuality, reliability and regular attendance to contribute to the efficient and effective delivery of transportation service(s) and associated duties.
- Establish, maintain and support effective and respectful working relationships; give and accept constructive feedback.
- Support a safety culture Agency-wide.
- Perform other duties as assigned, needed and/or required of a similar nature or level to make GTA an outstanding transit agency.

Desired Minimum Qualifications

Knowledge

Knowledge of Grant County geographical data and specified route information applicable to areas of responsibility; recordkeeping practices and procedures; scheduling system and procedures; principles and practices of prudent business communication; work processes and legal requirements applicable to areas of responsibility; strong interpersonal relations skills; occupational hazards and safety precautions applicable to area(s) of work; how to deal with a wide variety of individuals, including special needs individuals; correct English usage, including spelling, grammar and punctuation; mathematical computation and operations, including basic addition, subtraction, multiplication, division, units of measurements, and monetary units; basic computer operations; proper lifting techniques; GTA organization, ordinances, rules, policies, procedures and operating practices related to areas of responsibility; terminology, work processes and local, state and federal requirements applicable to areas of responsibility.

Skill

Skills to perform multiple technical tasks with a potential need to upgrade skills in order to meet changing job conditions and/or requirements; operate transportation vehicles in a safe, responsible manner; effective verbal, listening and communication skills; possess cultural awareness and sensitivity; recognize unsafe work conditions and potential safety hazards; client service and public interaction skills; stress management and time management skills; read material such as manuals, reports, periodicals, and newspapers; manage and complete assigned projects; prepare and maintain accurate, organized records.

Ability

Ability to operate transportation vehicles in accordance with traffic laws, ordinances, rules and driving courtesies; quickly and effectively learn activities, practices and procedures related to area(s) of responsibility; calculate and handle fares and monetary donations; effectively communicate in English, both verbally and in writing; tell time, monitor timely progress, and adapt to strict timely schedule; write legibly on forms and other documents; analyze situations accurately and implement an effective course of action when needed; follow verbal and written instructions, and perform tasks with minimum supervision; organize, set priorities, take initiative and exercise sound independent judgment in crisis situations within areas of responsibility; manage multiple and changing priorities to meet the needs and expectations of GTA management, staff and public; handle stress and continue to perform all duties and provide service to public in a timely, courteous and responsible manner; prepare clear, accurate, and concise records and reports; use a high degree of discretion and diplomacy in dealing with sensitive situations and concerned citizens; establish and maintain highly effective working relationships with GTA management, committee members, staff, and others encountered in the course of work.

Physical and Mental Demands

The physical and mental demands described here are representative of those that must be met by individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing duties and responsibilities of this position, individual is regularly required to sit, walk and stand for extended periods of time; talk and hear, both in person and via telephone; use hands repetitively to finger, handle, feel or operate equipment; reach with hands and arms, including above shoulders; bend, twist and/or stoop; push and/or pull moderate to heavy amounts of weight; kneel, crouch and/or crawl; ascend or descend stairs, walk or stand on uneven surface(s); climb heights on ladders or other equipment; and lift and/or carry up to 40 pounds on a regular basis without physical limitations.

Specific to this position, individual must be able to sit for extended periods of time, up to ten (10) hours; assist passengers in mobility device(s), up/down steps, partial lift and/or slide device(s) onto bus up to 115 pounds of force; use arms and hands to apply 20 pounds of pressure to turn steering wheel; and use legs to apply 15 pounds of pressure for braking vehicle.

Specific vision abilities required by this position include close vision, distance vision and the ability to adjust focus, with vision correctable to 20/20 and must have the ability to recognize the colors of traffic signals, signs and devices.

Specific hearing abilities required by this position include recognition of sounds at quiet, normal and loud sound levels, with or without background noise; receive detailed information through verbal communication; make fine discriminations in sound; and have ability to hear passengers, radio communication and other traffic vehicles and/or traffic situations.

Mental Demands

While performing duties and responsibilities of this position, individual is regularly required to use written and verbal communication skills; read and interpret data, information and documents; use intermediary reasoning skills to apply principles of rational systems to analyze and solve practical and complex problems; effectively cope with elevated stress; observe and interpret people and situations; learn and apply new information or skills; make necessary decisions and solve problems based on subjective or objective criteria; make frequent changes of tasks involving different aptitudes, technologies, procedures, working conditions, or degrees of attentiveness without loss of efficiency or composure; work under intensive deadlines with frequent interruptions; positively interact with supervisor, co-workers, customers, and others encountered in the course of work.

Environmental Conditions

The work environment characteristics described here are representative of those individual encounters while performing essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed in an indoor and outdoor environment, with varying weather and temperature conditions, including sudden changes in weather and temperatures.
- Exposure to noise, dust, grease, slippery surfaces, chemicals, smoke, fumes, noxious odors, rain/snow, heat, gases, and mechanical and electrical hazards

Education, Experience, Licensing and Special Requirements

- High School diploma and/or equivalent.
- Current and valid Washington State driver's license with acceptable driving record.
- Minimum of five (5) years licensed driving experience, with no moving traffic violations within the past three (3) years and no involvement in any at-fault traffic accidents within the past five (5) years. Past data evidenced within a current driving abstract. Abstract dated no more than one month prior to applications date must be provided by applicant.
- Current and valid Class B CDL, with Passenger and Air Brake endorsement. Individuals meeting all other qualifications may receive extended training to acquire CDL within a specified period, as needed and approved.
- Must maintain a current driver's license and all required endorsements, and maintain an acceptable driving record level throughout employment, which will be monitored by periodic reviews of Motor Vehicle driving profile.
- Successfully pass physical examinations as required for CDL and overall driving fitness.
- Successfully pass pre-employment criminal background reports and drug and alcohol screening.

- Must be willing and able to work varying shifts, hours and days of the week, including weekends and holidays; and have reliable transportation to and from work location(s).
- Stable employment history.
- Must be willing to wear Grant Transit Authority uniforms and conform to Grant Transit Authority's good grooming standards while performing the duties of a Coach Operator for Grant Transit Authority.



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MANAGER NAME: _____

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EMPLOYEE ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive and the position may require other essential and/or nonessential functions, tasks, duties or responsibilities not listed herein. Management reserves the right to add, modify or exclude any essential or nonessential requirement(s) at any time, with or without notice. Nothing in this job description, nor by completion of any requirement of the position by the incumbent, is intended to create a contract of employment of any type. In addition, by signing below, you acknowledge you were given a copy of the job description, given the opportunity to review and ask questions, and agree to successfully fulfill duties and requirements contained herein.

Name (Print)

Signature

Date

