

Job Description

Job Title: Coach Operator

Reports To: Operations Manager

Department: Operations

Summary: Drives bus to transport passenger over specified routes to local or distant points according to time schedule by performing the following duties.

Primary Job Functions include the following. Other duties may be assigned.

1. Assists customers and collects tokens or cash fares.
2. Regulates heating, lighting, and ventilating systems for customers comfort.
3. Complies with local traffic regulations.
4. Report delays or accidents.
5. Performs a full pre-trip before departure and post trip upon return.

Competency:

To perform the job successfully, an individual must demonstrate the following competencies:

1. Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; keeps emotions under control.
2. Written Communication - Able to read and interpret written information.
3. Attendance/Punctuality - Is consistently at work and on time; arrives at meetings and appointments on time.
4. Problem solving - Identifies and resolves problems in a timely manner; uses reason even when dealing with emotional topics.
5. Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.
6. Dependability - Follows instructions, responds to management direction; takes responsibility for own actions.
7. Safety and Security - Observes safety and security procedures; Determines appropriate actions beyond guidelines; Reports potentially unsafe conditions; uses equipment and materials properly.
8. Oral Communication - Speaks clearly and persuasively in positive or negative situations; responds well to questions.
9. Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
10. Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
11. Ethics - Treats people with respect; Works with integrity and ethically; upholds organizational values.
12. Organizational Support - Follows policies and procedures; Supports affirmative action and respects diversity.

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, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Educational/Experience:

High school diploma or general educational degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Abilities:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to be trained to minimal computer skills. No math skills needed.

Computer Skills:

Trained to minimal computer skills.

Certificates and Licenses:

Must possess and maintain Class B driver's license.

Work Environment:

Exposed to various light/dark conditions nearly all hours of the day and seasonal weather conditions including heat and cold, wind, wet and possibly icy ground conditions. Exposed to road noise and noise of equipment. Exposure to germs, illness, attitudes and aggravations through contact with the general public. Potential exposure to bodily fluids. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements:

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with arms, talk and hear. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.