

## **Nature of Work**

This position is responsible providing excellent customer service; for the efficient and safe operation of a transit passenger bus under varying traffic and road conditions; for transporting passengers in a courteous, safe, and timely manner; for strict adherence to all traffic rules and regulations, for properly collecting all authorized fares; and for promoting and maintaining positive relationships with passengers, other employees and the general public.

## **Supervision Received**

Position receives direction from the Fixed Route Transportation Manager and under the immediate direction of an on-duty or assigned dispatch or road supervisor. Performance will be reviewed by an incumbent's assigned unit supervisor.

## **Supervision Exercised**

None.

## **Essential Functions**

- Must meet the DOT physical requirements and be able to obtain and maintain a current Commercial Driver's License (CDL) and perform the safety sensitive functions of the position.
- Operates a transit passenger bus on a specified route; obeys traffic rules and regulations; adheres to STA policies and procedures; monitors the safe mechanical operating condition of assigned bus; picks up and discharges passengers at designated locations in a safe and timely manner.
  - Operates coach in a safe manner, using defensive driving techniques; maintains schedule; and makes designated stops on assigned route.
  - Inspects and prepares assigned coach for operation by performing a pre-trip inspection, adjusting seat, mirrors, and seat belts; programming deck sign and fare box; testing kneeler and wheelchair lift; and equipping coach with needed supplies, e.g., schedules, trip sheets and transfers.
  - Collects appropriate cash fares through the operation of an electronic fare box collection system; verifies reduced fare cards, monthly passes, and other fare instruments.
  - Inspects coach at the end of each shift for damage to the vehicle and lost articles; removes passenger and schedule information, debris, and other inappropriate items from the coach.
- Provides safe, comfortable, and reliable transportation to the public; promotes positive passenger relations; maintains a clean, neat appearance and pleasant disposition.
  - Greets passengers in a friendly, courteous manner; provides information concerning routes, schedules, and transfer points; and assists passengers with the use of securement systems, ramps and lifts, and by other means as appropriate, including the announcement of arrival at major thoroughfares, facility and/or departure locations on a given route, using a microphone while operating the bus.
  - Observes uniform regulations and/or other rules, policies and regulations as outlined by STA.
  - Supervises the conduct of individuals accepted as passengers while riding the bus in accordance with STA policies and/or, when present, at Spokane Transit designated boarding and departure locations.
- Communicates with the Transportation Department concerning equipment, operational or passenger problems, or accidents by using a two-way radio and/or completing appropriate written reports.
  - Completes accident or incident reports, on-the-job injury claims, surveys, and other required written materials in a timely manner.
  - Monitors two-way radio calls, reporting conditions such as accidents, passenger incidents, mechanical malfunctions, delays in service and traffic problems.
- Represent Spokane Transit in professional and positive light to the community.
- Provide excellent customer service to all customers both internally and externally.

- Display and practice STA's Core Values in the workplace.
- Must be punctual, reliable, and maintain regular attendance.
- Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.

### **Public Transit Agency Safety Plan**

- Follow safety rules and safe practices described in the accident prevention program, follow safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor, or safety committee representative, or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working condition where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers by your words and example to use safe work practices on the job.
- Safeguard and look out for co-workers.
- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards.

This job description no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their Supervisor and/or Spokane Transit.

## **Minimum Requirements**

### **Training & Experience**

Each applicant's education and work experience will be reviewed to determine his/her individual ability to perform the required functions of a coach operator. Experience must include a minimum of five years of motor vehicle operation with no major moving violations, the last three of which are moving violation free; and one year of work experience that demonstrates the ability to meet and assist the general public in a diplomatic and courteous manner.

### **Physical Requirements**

The physical activity of position requires the ability to reach, walk, push, pull, grasp and talk; repetitive motions of the wrists, hands, and/or fingers. Must be able to perceive the nature of sounds with no more than a 40 db loss @ 500 Hz, 1000 Hz and 2000 Hz with or without correction. Ability to receive detailed information through oral communication and to make discriminations in sound. Exert up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Visual acuity to determine color, depth and field of vision.

### **License**

Must possess a valid driver's license for state of residence and be capable of obtaining, within the training period, the required Class B Commercial Driver's License with Passenger Endorsement and Air Brake Restriction removed.



## Position Description Coach Operator

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### Selection Factors

- Ability to tactfully and courteously meet and assist the public, promote good passenger relations, have a clean, neat appearance, pleasant disposition, and possess the ability to make sound judgments in a crisis.
- Ability to operate a transit passenger coach in accordance with traffic laws, ordinances, rules and driving courtesies; calculate correct fares; and complete required forms and written reports.
- Ability to speak clearly, to read and interpret written policies and instructions.
- Ability to work varying shifts, hours, and days, including weekends and holidays.
- Ability to be sensitive to a diverse group of individuals, including the elderly and persons with disability.
- Ability to quickly learn the activities, policies and procedures related to the Transportation Department.
- Ability to handle stress and continue to perform all duties and provide service to the public in a courteous, responsible, and timely manner.
- Ability to effectively work with other employees, supervisory personnel, and the general public.
- This is a safety sensitive position, and you will be subject to random drug and/or alcohol testing.

### Wage

Salary as provided for in the ATU 1015 collective bargaining agreement.

### AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation, or veteran status.

### Acknowledgement

*I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.*

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Employee Name Printed

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Employee Signature

Date