



GREATER LYNCHBURG TRANSIT COMPANY
Central Virginia Transit Management Company, Inc.
Job Description

Job Title: Bus Operator
FLSA Status: NON-EXEMPT
Supervisor: Transportation Manager & Transportation Supervisors
Positions Supervised: None

General Description:

Provides safe, efficient and on-time delivery of passengers by means of public transportation. Operators serve as "Ambassadors of Goodwill," ensure safety first, abide by all traffic laws, and provide the highest quality of customer service. Bus Operators transport passengers including those with disabilities throughout the city and county on assigned routes.

Responsibilities/Essential Functions:

1. Consistently operates all company vehicles and transports passengers in a safe, prompt, comfortable, courteous and skillful manner. Effectively providing assistance for ambulatory and non-ambulatory passengers in a patient and respectful manner.
2. Performs a walk-around inspection of vehicles prior to operation to check for mechanical problems or body damage; reports any defects immediately. Upon completion of assignment performs a post-trip inspection and parks the vehicle properly.
3. Reports delays, detours, unusual incidents, or accidents by contacting Dispatch and submitting the necessary paperwork immediately to the Operations Supervisor.
4. Notifies dispatch and/or operations supervisors of mechanical troubles involving GLTC vehicles.
5. Stops at designated points to load and/or unload passengers.
6. Maintains an acceptable driving record and complies with all state and local traffic regulations.
7. Attends required meetings and trainings, submitting proper requests for approval of absences or inability to attend any training/meeting session.
8. Reports to duty in proper uniform in accordance with the uniform policy and requirements of the Collective Bargaining Agreement (CBA).
9. Ensures that fares are deposited into the fare-box, revenue is properly classified following deposit, and distributes transfers.
10. Dispenses information to the public and advises passengers of rules and regulations when necessary.
11. Completes and submits written reports concerning passenger incidents, preventable and non-preventable accidents.
12. Safely and effectively operates on-bus technology to ensure a positive and comfortable customer experience.
13. Assists in the boarding/alighting of passengers in wheelchairs and the proper securement of the

wheelchair.

14. Complies with the requirements (policies and procedures) as outlined in company documents.

15. Cooperatively and efficiently performs related tasks and duties as required.

Knowledge, Skills and Abilities:

- Thorough knowledge of vehicle operations.
- Knowledge of state and local traffic regulations.
- Excellent customer service and customer relations skills are required.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate effectively orally and in writing.
- Ability to make independent decisions within scope of responsibility.

Emotional, Psychological and Physical Requirements:

- Sitting frequently for long periods.
- Bend, twist and turn frequently and consistently throughout working shifts.
- Maintain high alert of dangers and obstacles outside of and inside of transit bus.
- Handle high levels of stress in various weather conditions.
- Interacts with challenging individuals who may at times become aggressive or violent in nature if escalated.
- Work in adverse weather conditions.
- Bending or stooping while inspecting vehicles.

Additional/Miscellaneous/Special Requirements:

- Possession or ability to obtain within 60 days of hire a Class B (Passenger and Air-Brake endorsement) Commercial Drivers License.
- Acceptable criminal history record and child protective services check upon hire and must be maintained throughout employment.
- Acceptable drug screen results upon hire and as regularly required by policy for position.

Education and Experience:

- High school diploma or GED.
- Experience in operation of vehicles (various sizes).
- Basic computer knowledge and ability to interact with office and on bus technology systems.
- Extensive experience may be considered in lieu of educational background.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

Greater Lynchburg Transit Company (GLTC) is an Equal Opportunity Employer. The ADA requires GLTC to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Original Effective Date: 5/1/2015

Review/Revision Date(s):

Approval by General Manager:  Approved Review Date: 4/23/2015

EMPLOYEE REVIEW AND ACKNOWLEDGEMENT

As an employee of GLTC you have a right to an up to date copy of your Job Description. This document may be revised at any time by management, in the event of a revision you will be provided with a new copy which represents the new job description/duties. Only copies signed as approved by the General Manager are considered official. Employees must understand that Job Descriptions may be used as a basis for annual performance reviews.

Employee Signature

Printed Name

Date Signed