

Region of Waterloo Job Description

Title: Bus Operator

Job Code: R00922

Department/Division: Transportation & Environmental Services/Transit Services

Union: Unifor Local 4304

Reports To: Supervisor, Transit Operations

Revised: April 17, 2013

General Purpose:

Operates buses per legislation and corporate policy, and provides related customer service.

Duties/Responsibilities:

Safely operates bus per assigned route and schedule. Programs fare boxes and collects fares via same. Issues passenger transfers, as requested. Interprets conditions on passes. Provides passengers with information regarding fares, schedules, transfers, detours, and stops, and responds to complaints.

Monitors bus condition through daily pre-trip inspections, reports malfunctions, and submits incident/collision reports per procedures.

Monitors passenger behavior to ensure the safety of the public, other passengers, and bus. Contacts management/police in the event of disputes, per protocol. Contacts police in situations that threaten the safety of passengers, employees, and vehicles.

Assists passengers boarding and leaving the bus, as necessary (e.g., the elderly, customers with special needs).

Ensures passenger and pedestrian safety by performing work per legislation and policies, procedures, and practices.

Allows people in need of emergency assistance to board the bus, makes preliminary assessment of their needs, and contacts on-duty supervisor for further direction.

Exchanges/provides information to other Bus Operators.

Participates by operating a bus in the Regional Emergency Plan Evacuation Program at nursing homes, hospitals, and industrial plants, as required.

Performs related duties, as assigned.

Knowledge, Skills & Abilities:

Reading, writing, math, and communications skills, and knowledge of the proper and safe use of buses and related equipment acquired through a Grade 12 education or equivalent industry experience, plus a valid BZ drivers license, plus 2 years of driving and customer service experience.

-OR-

Reading, writing, math, and communications skills acquired through a Grade 12 education or equivalent industry experience, plus a valid minimum G drivers license (or other classified license), plus 3 years of driving and customer service experience, with eligibility and ability to obtain a BZ license upon completion of Region-sponsored training. Applicants who hold a G license must obtain a BZ license to pass probation.

Must possess an acceptable driving record.

Ability to follow/knowledge of corporate policies/procedures and legislation related to transit services operation (e.g., Highway Traffic Act, Occupational Health and Safety Act, Accessibility for Ontarians with Disabilities Act).

Customer service, communication, and human relations skills to determine customer/client needs; understand/relay information; provide assistance/information; build positive rapport, confidence and trust; contact appropriate personnel in emergency situations; and participate as an effective team member.

Ability to relate in a professional, courteous, calm, and friendly manner to all passengers, and respond to difficult passengers and situations.

Ability to drive buses independently (subject to review by supervisor) and make decisions based on training and experience when responding to inclement weather, adverse road conditions, detours, road closures, fare disputes, and emergency situations.

Must provide an acceptable Police Vulnerable Sector Check (Level 3).

Ability to read, understand, and follow assigned schedules, routes, and standard operating procedures. Ability to write collision and incident reports.

Ability to support and project the Region's values.

Sensory/Physical Effort:

Operates a bus 90% of the time, requiring visual concentration, observation, hand/eye coordination, and sitting. Answers inquiries and assists customers 10% of the time.

Working Conditions:

Driving buses occasionally exposes incumbent to difficult/disruptive passengers/behaviours. Drives in all weather conditions and is exposed to varying temperatures when opening bus doors and assisting passengers to board/de-board.

Work is subject to shift work, split shifts, weekend shifts, ridership peaks, and route schedules.

[Click here to view corporate training requirements.](#)

Supervisor Name, Signature & Date: _____

Director Name, Signature & Date: _____

Commissioner Name, Signature & Date: _____

Human Resources & Citizen Service: _____