

REGIONAL OF WATERLOO

JOB DESCRIPTION

<u>TITLE:</u>	<u>BUS OPERATOR</u>	<u>JOB CODE:</u>	<u>R00922</u>
<u>DEPARTMENT:</u>	<u>TRANSPORTATION & ENVIRONMENTAL SERVICES</u>	<u>DIVISION:</u>	<u>TRANSIT SERVICES</u>
<u>REPORTS TO:</u>	<u>SUPERVISOR, TRANSIT OPERATIONS</u>	<u>UNION:</u>	<u>UNIFOR LOCAL 4304</u>
		<u>REVISED:</u>	<u>April 17, 2013</u>

GENERAL PURPOSE:

Operates a Grand River Transit (GRT) bus in accordance with the Highway Traffic Act, Occupational Health and Safety Act, Accessibility for Ontarians with Disabilities Act, GRT policies, **and provides related customer service.**

MAJOR RESPONSIBILITIES:

Operates a GRT bus as per assigned route and schedule. Programs fare boxes and collects fares from passengers. Issues passenger transfers as requested. **Interprets conditions on passes. Provides passengers with information regarding fares, schedules, transfers, and stops.**

Monitors bus condition and reports malfunctions according to procedures. Submits incident and **collision** reports according to procedures.

Monitors passenger behavior to ensure the safety of the public, other passengers, and bus. Contacts supervisory staff and/or police in the event of disputes, **as per protocol.**

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 according to legislation and GRT 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.

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

Performs other related duties, as required.

RESPONSIBILITY FOR MATERIAL/FINANCIAL RESOURCES:

Monitors the condition of the bus and reports malfunctions. Collects fares **via fare box**.

NATURE & IMPACT OF ERROR:

Failure to operate the bus safely and properly or report malfunctions could result in injury to staff and/or the public, damage to equipment and the working environment, and litigation and/or financial loss to the Region.

Failure to follow assigned schedule and route could result in delays to the transit system, **complaints**, and loss of public confidence in the services provided.

Failure to communicate GRT policy properly and give concise instructions and assistance to customers could result in **complaints**, negative public image for GRT and the Region, **potential for involvement by management** and council members, and loss of confidence in the services provided.

RESPONSIBILITY FOR SUPERVISION OF STAFF & OTHERS:

N/A

CONTACTS & HUMAN RELATIONS:

Internal:

Receives direction and guidance and exchanges/provides information with Supervisor. Reports malfunctions to fleet maintenance staff. Exchanges/provides information to other Bus Operators.

External:

Has constant daily contact with passengers. Responds to inquiries and complaints and provides information to the public. Contacts police in situations that threaten the safety of passengers, employees, and vehicles.

EFFORT: (Mental, Physical):

Performs work in accordance with GRT policies and procedures, the Highway Traffic Act, Occupational Health and Safety Act, and Accessibility for Ontarians with Disabilities Act.

Drives buses independently, under Supervisor's general review. Is responsible to make decisions based on training and experience when responding to inclement weather, adverse road conditions, detours, road closures, fare disputes, and emergency situations.

Operates a bus **90%** of the time, requiring heavy 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 and disruptive passengers and behaviours**. Drives in all weather conditions, **and is exposed to varying temperatures when opening bus doors and assisting passengers to board and de-board**. Work is subject to shift work, split shifts, weekend shifts, ridership peaks, and **route schedules**.

R00922

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 to obtain a BZ drivers license upon completion of Region-sponsored training. Applicants who hold a G license must obtain a BZ license in order to pass probation.

Must possess a satisfactory driving record to drive a GRT bus.

Knowledge of Regional, Provincial, and Federal policies and legislation relating to transit services operation, including the Highway Traffic Act, Occupational Health and Safety Act, and Accessibility for Ontarians with Disabilities Act.

Customer service, communication, and human relations skills are required to determine customer/client needs, understand and relay information, **provide assistance**, build positive rapport, confidence and trust, and participate as an effective team member.

Ability to relate in a professional, courteous, calm, and friendly manner to all types of passengers from varying backgrounds, and **respond to difficult passengers and situations.**

Must provide an acceptable Police Records Check to ensure suitability for working with vulnerable populations.

Ability to support and project values compatible with the organization.

Language Communication (Written & Verbal):

Ability to read, **understand**, and follow assigned schedules, routes, and **standard operating procedures.**

Ability to provide information to customers upon request, and contact appropriate personnel in emergency situations.

Ability to write collision and incident reports.

Position Incumbent: _____
Name

Signature

Date

Supervisor

Director, Employee Services & Systems

Date

Date

Department Head

Commissioner, Human Resources

Date

Date