



Cape Fear Public Transportation Authority

JOB DESCRIPTION

POSITION TITLE: Fixed Route Bus Operator

JOB SUMMARY: Safely, efficiently, and effectively operate vehicles in fixed route service

WORK SCHEDULE: Forty (40) hour work week. Hours may vary. Overtime may be offered and sometimes required. Typical hours of service are 6:00am – 8:00pm Monday through Friday, 8:00am – 6:00pm Saturday, and 9:00am – 5:00pm Sunday. Must be available during disaster and emergency events. Must be available to be on call to respond to fixed route events.

REPORTS TO: Dispatchers / Asst. Operations Manager / Operations Manager

DESCRIPTION OF DUTIES/RESPONSIBILITIES:

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Signs in on time at the dispatch office and receives special instructions and bus assignment
- Logs into fare box, headsign and AVL systems accurately
- Surveys interior and exterior of assigned vehicle and performs thorough pre-trip inspection including brake test and wheelchair equipment test and inspection prior to starting scheduled run
- Accurately completes pre-trip inspection paperwork
- Reports equipment malfunctions to appropriate shop personnel for correction.
- Drives assigned bus to pick up passengers over specified routes to local points according to a time schedule in a professional manner; opens and closes doors to allow passengers to enter or leave bus; provides courteous passenger assistance as necessary; provides transfer and related service information to passengers as requested in courteous manner.
- Collects fares and accurately counts all passengers; completes all paperwork as required in a legible manner, completes special forms and passenger counts as required
- Regulates heating, cooling, and ventilation systems for passenger comfort.
- Reports delays, breakdowns, and accidents or incidents using two-way radio; makes written reports of all accidents or incidents involving their vehicle, customers, or other unusual circumstance
- Admonishes individuals to be seated and orderly while vehicle is in motion; enforces eating, drinking, nonsmoking and related municipal codes and agency regulations
- Complies with all local traffic regulations
- Maintains appearance, behavioral and physical standards as described in the Company Uniform Policy
- Maintains friendly, professional and efficient manner in passenger relations
- Complies with all ADA regulations (stop announcements, wheelchair securement, lift cycling, assisting passengers, etc.) and Transit Management of Wilmington Policies and Procedures
- Participates in safety and related training programs that are made available

QUALIFICATIONS:

- Graduation from high school or G.E.D
- Must be at least 21 years of age
- Job related experience is preferred
- Possession of a valid North Carolina CDL with Air Brake and Passenger endorsements as specified as necessary by the North Carolina Department of Transportation
- A drug test and pre-employment physical exam is required
- Subject to random alcohol and drug testing
- Must maintain driver insurability standards
- Knowledge of the city, suburbs and county geography streets and landmarks is essential

SKILLS REQUIRED:**Language Ability & Interpersonal Communication**

- Requires the capacity to speak and hear normal conversation
- Requires the ability to understand and adhere to controlling rules, procedures, policies, contracts and related materials which impact on program requirements and goals
- Interacts regularly with the public and is expected to demonstrate proper demeanor, behavior and rapport with the public under stressful or emotionally charged situations

Environmental Adaptability

- Majority of time is spent in vehicle that is heated in winter and cooled during the summer
- Regularly exposed to unpleasant noise, fumes, drafts, etc. when vehicle is in operation
- Occasional exposure to undesirable elements such as rain, snow, high or low temperatures

PHYSICAL REQUIREMENTS:

- Work involves occasional standing, walking and occasional crouching, crawling, stooping, kneeling, pushing, pulling, lifting and carrying objects
- Requires continuous use of hands, arms, feet and legs to push/pull or activate essential controls (pedals, levers and knobs) in repetitive operational motions
- Both right and left side body members are used in steering, opening and closing doors and related operations
- Requires the capacity to exert up to 50 pounds of force frequently to move aforementioned vehicle controls and to push and assist disabled passengers weighing in excess of 200 pounds
- Requires the capacity to seize, hold, grasp, turn or otherwise work with hands to turn steering wheel, operate gearshift and manipulate levers and controls. Requires the ability to extend hands and arms in any direction
- Use of legs and body torso to climb steps in bus, assist passengers when necessary and maintain body equilibrium to prevent falling when working on slippery surfaces during winter months and all weather conditions.

NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the position. While this list is intended to be an accurate reflection of the current position, Transit Management of Wilmington reserves the right to revise the functions and duties of the position, or to require that additional or different tasks be performed when circumstances change (i.e. emergencies, staff shortages, work load changes, rush jobs, or technological developments).

STATUS: FLSA Non-Exempt

SALARY RANGE: In accordance with current collective bargaining agreement

REVISION DATE: 10/13/2023