



Bus Operator

JOB STRUCTURE

Department:	NCAT
Location:	Ottawa
Job Status:	Part Time or Full Time
Exemption Status:	Non-exempt
Immediate Supervisor:	Operations Manager
Amount of Travel Required:	Minimal, as required by supervisor
Positions Supervised:	None
Education:	Minimum of a High School Graduate and/or GED
Experience:	At least 5 years driving experience, CDL preferred
Requirement:	Valid Class D Driver's License; safe driving history; pass pre-employment medical exam and drug screen and subsequent at-random drug screens.
Work Schedule:	Monday – Friday: Hours may vary between 6:00 a.m. – 6:00 p.m. and may require evenings and/or weekends

POSITION SUMMARY

Bus Operator is responsible for safely and efficiently transporting seniors, people with disabilities, and general public in an NCAT vehicle in and around LaSalle County, Illinois. Operator will follow specified routes; arrive at pick up location, process fare payment, assist with loading/unloading passengers as needed, and drive passengers safely to their destination while maintaining predetermined time schedule.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Maintain positive, empathetic, and professional attitude towards customers and coworkers at all times; excellent customer service.
- Safely and efficiently provide transportation services for seniors, people with disabilities, and general public.
- Access route information using tablet and web-based scheduling and dispatch software.
- Assist passengers on/off vehicles, including assisting passengers to/from the door; properly use lift; secure wheelchairs or other mobility devices to ensure safe travel.
- Collect and track (including the ability to add and subtract) fare payment, punch card, penalty fees, etc. when passengers enter the vehicle.
- Acknowledge and refer customer complaints; use accurate and appropriate judgement and decision making when speaking with upset passengers or public. Document incident as soon as possible.
- Follow all traffic laws and local, state, and federal transit policies and codes.
- Perform routine vehicle checks for safety and maintenance reports, pre-trip and post-trip inspections.

- Properly document daily vehicle inspection, manifests, passenger and/or vehicle incident forms.
- Communicate vehicle, route, or passenger issues to dispatch immediately.
- Present oneself in a neat and clean manner, wear NCAT apparel and identification badge at all times.
- Know the communities in LaSalle County.
- Maintain and clean interior of vehicle daily, exterior as needed.
- Required to wear hands free telephone technology to communicate with dispatch or admin offices.
- Know, adhere to, and enforce NCAT policies and procedures.
- Maintain confidentiality and follow HIPAA guidelines.
- Attend all required meetings and trainings; remain current on trainings and certifications.
- Must be available to cover for coworkers scheduled or unscheduled time off.
- Respond to and assist in emergency operations (including nights and weekends) as needed.
- Perform other related duties as assigned; training will be provided.

POSITION REQUIREMENTS

- Positive and energetic demeanor with a focus on providing exceptional customer service.
- Ability to safely operate motor vehicles; valid driver's license required, CDL with passenger endorsement preferred.
- Ability to communicate clearly and effectively with a variety of individuals through different channels.
- Professionalism and the ability to remain calm and problem solve in stressful or upsetting situations.
- Follow instructions and apply acquired knowledge in responding to inquiries and requests.
- Perform work, including documentation, with accuracy, speed, and attention to detail.

KEY COMPETENCIES

Key competencies include listening and communication, organizing data and information, attention to detail, analytical skills, safety awareness, integrity, honesty, customer focus, conflict resolution and problem solving, self-motivated, patience, empathy, reliability, adaptability, and efficiency.

SKILLS & ABILITIES

- Ability to read, write, and speak the English language, additional languages preferred but not required.
- Clearly and concisely communicate with general public, riders, and NCAT team.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Ability to bend, stoop, crouch, and a physical lifting requirement of 50lbs.
- Possess excellent record keeping and organizational skills.
- Ability to multi-task and work in a stressful and fast paced environment.
- Ability to read and understand maps
- Understanding safety procedures and practices.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those as employee encounters while performing essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly exposed to outside weather conditions; wet and/or humid conditions, extreme cold and heat.
- Occasionally exposed to moving mechanical parts and fumes or airborne particles.
- Noise level is usually moderate.

PHYSICAL DEMANDS

Physical Abilities

Stand	F (Frequently)	Lift/ Carry 10 lbs. or less	O (Occasionally)
Walk	F (Frequently)	11-20 lbs.	O (Occasionally)
Sit	F (Frequently)	21-50 lbs.	O (Occasionally)
Handling/Fingering	F (Frequently)	51-100 lbs.	R (Rarely)
Reach Outward	O (Occasionally)	Over 100 lbs.	R (Rarely)
Reach Above Shoulder	O (Occasionally)		
Climb (use ladder)	O (Occasionally)	Push / Pull	
Crawl	O (Occasionally)	20 lbs. or less	O (Occasionally)
Squat or Kneel	O (Occasionally)	21-55 lbs.	O (Occasionally)
Bend	O (Occasionally)	56-99 lbs.	O (Occasionally)
Driving	F (Frequently)	Over 100 lbs.	O (Occasionally)

OTHER PHYSICAL REQUIREMENTS

Ability to drive safely.

Vision (near, distance, peripheral, depth perception).

Sense of sound (ability to hear) and smell.

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Created:



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The above information has been designed to outline the general nature and level of work performed by the employees within this classification. It is not intended to be construed as a comprehensive inventory of all functions, responsibilities, skills, and abilities required of employees assigned this job. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

By signing below, you acknowledge that you have read and understand the requirements and qualifications of the Bus Operator position. You further agree that you are able to perform the job duties and requirements as stated, with or without accommodation.

Employee Name (Print)

Employee Signature

Date

North Central Area Transit is a subsidiary of the City of Ottawa and all successful applicants will be employed by the City of Ottawa. NCAT is an equal opportunity employer and committed to creating an inclusive environment for all employees.