

## Missoula Urban Transportation District Job Description

### **JOB TITLE: Bus Operator**

**Position Function:** The person in this position performs driving duties in support of Mountain Line. Under the supervision of the Operations Supervisors, this position transports Missoula passengers on a mass transit vehicle over designated routes and within specific time frames. Responsibilities include functioning as an informational resource for the public, serving as an advocate for public safety, ensuring customer satisfaction and providing prompt, courteous, and efficient customer service in the performance of job duties.

### **JOB DUTIES AND RESPONSIBILITIES:**

- Public Relations
  - Recognizes position as a public servant and treats all passengers and public with dignity and respect.
  - Projects a positive image of Mountain Line to the public, using effective public relations and customer service skills.
  - Exhibits friendliness, patience, and consideration of passengers, the general public, and vendors, during routine and adverse circumstances.
  - Provides passengers with accurate information about the Mountain Line system and Missoula, or directs them to appropriate resources.
  - Possesses an awareness of and ability to effectively handle a wide range of disabilities among passengers.
  - Presents a neat appearance and competent manner.
  - Demonstrates enthusiasm for their work.
  - Exhibits good work habits, including attendance and punctuality.
- Operations
  - Conducts pre-trip and post trip inspections of the bus, including reporting problems and repair needs.
  - Safely operates equipment over designated routes and for special events according to time schedules using alternate routes when necessary.
  - Follows MUTD safety and security procedures while operating any MUTD

vehicle.

- Picks up, transfers, and discharges passengers at various locations and maintains order among passengers.
- Greets passengers and maintains a friendly attitude.
- Attends to transport related special needs of passengers, including elderly and disabled passengers. Operates mobility device restraints and all types of lifts including hydraulic wheelchair platforms and restraints.
- Answers questions about Mountain Line schedules, routes, etc. Directs people to a reliable information source if unable to answer questions.
- Operates the bus in a safe and skillful manner to ensure a smooth and comfortable ride.
- Assists with training of new drivers.
- Adheres to operator handbook policy and guidelines.
- Serves as a responsible team member.
  
- Administrative
  - Communicates with Operations Supervisors as appropriate to report situations, request assistance, report driving hazards, etc.
  - Maintains a variety of operational records including passenger counts, pre-trips, mileage and conducts surveys as required.
  
- The person in this position performs other job-related duties as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- High school graduation or possession of a GED.
- Experience working with the public is preferred.
- Must be 21 years of age or older at time of hire.
- Prior to hire, must have 36 months free of moving traffic violation convictions or preventable accidents.
- Prior to hire, must have ten years without a revoked or suspended driver's license.
- Possession of, or ability to obtain prior to hire, a Class B, Type II Montana Commercial Driver's License, or permit, with passenger endorsement.
- Must be medically qualified as stated in the Federal Motor Carrier Regulations, Sections 391.41, 391.43, and 391.45.
- Excellent oral and written communication skills including demonstrated ability to:
  - communicate directly and effectively, both orally, and in writing, with a variety of individuals including co-workers, supervisors, and passengers.
  - accurately relay messages and conveys information to others.

- maintain a variety of operational records.
- Excellent interpersonal skills including demonstrated ability to:
  - work cooperatively and effectively with others.
  - treat all people with dignity and respect.
  - interact with people in a pleasant manner under routine or stressful conditions.
  - accept, act upon, and offer constructive criticism.
- Excellent conflict resolution skills, including willingness to take responsibility for own part in communication breakdowns.
- Ability to learn and follow all pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies and procedures.
- Ability to follow instructions and to adhere to company policies and procedures.
- Ability to understand occupational hazards and follow standard safety practices necessary in the area of work.
- Must be able to focus and effectively perform repetitious job duties for extended periods of time.
- Familiarity with Missoula and ability to learn the geography of the City, including landmarks, streets, businesses, medical facilities, and community centers.
- Ability to perform simple math functions used to collect fares, and to prepare tabulations and summaries and tallies.
- Demonstrate good work habits including attendance and punctuality.
- Must be able to report for shift work on short notice when needed.
- Applicants hired after January 1, 1996, must pass controlled substance use tests as prescribed by FTA regulations 653.41 and 654.31. Inclusion of this statement on the job description conforms with FTA regulations 653.27 and 654.71, which require that applicants be informed in writing of test requirements.

## **WORKING CONDITIONS:**

Work is typically performed in an outdoor environment when driving Mountain Line vehicles. The person in this position must be able to perform the essential functions of the position, with or without reasonable accommodation(s). The bus operator must be able to operate a vehicle used to perform duties such as picking up and delivering passengers to the appropriate destination. Performance of these duties requires the ability to sit for long periods of time, to stand, walk, bend, kneel, crouch, stoop, squat, crawl, twist, climb, push, pull, move up to 25 pounds on a frequent basis, and the ability to align a wheelchair into position for use of lift equipment. The nature of work requires exposure to cold, heat, noise, odors, outdoors, vibration, and possible mechanical hazards. The person in the position must be able to communicate effectively, both orally and in writing, and be available for shift work when required.

Physical and mental fitness to perform the required job functions is determined by passing a required United States Department of Transportation (DOT) physical. In compliance with DOT regulations, no accommodations can be provided to individuals not passing this federally-required physical.

**PERSONAL CONTACTS:**

- Daily contact with passengers, non-customer public, other bus operators, and supervisors.
- Frequent contact with management and administrative staff.
- Occasional contact with board members, law enforcement personnel.

**SCOPE AND EFFECT:**

This person functions independently under general guidance and direction of management staff in compliance with established policies and procedures of Mountain Line. Serious errors in judgment or lack of performance may endanger the health and safety of the customers or staff and may cause legal and/or financial liability for MUTD.

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I have reviewed this job description and am aware that I may request a copy at any time. I understand that the MUTD reserves the right to revise or change this job description as the need arises.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Please Print)

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