

JOB DESCRIPTION		
POSITION TITLE	:	Access-A- Bus Operator
POSITION #	:	
BUSINESS UNIT	:	Halifax Transit
DIVISION	:	Transit Operations
SECTION	:	Accessible Transit
REPORTS	:	
Approved	:	Date:

SUMMARY

Reporting to the AAB Dispatch Supervisor, Bus Operators are responsible for the safe operation of their vehicles and must follow route assigned, sometimes under difficult circumstances. Customer service is a large part of the Bus Operator's daily duties - they must be able to communicate effectively with people with special needs and their personal care attendants. They meet a variety of passengers from various social, economic and cultural backgrounds which can make the job very interesting. Bus Operators deal with heavy traffic and congested streets, while monitoring fare collection and advising of the Fare Policy, issuing and receiving transfers, and checking passes. Bus Operators may be required to participate in emergency management operations as part of HRM's emergency response.

DUTIES AND RESPONSIBILITIES

- Report to dispatch at the beginning of shift and review operators' notices
- Review and confirm shift schedule and route for the shift
- Check and visually inspect vehicle for pre-trip
- Drive vehicle and practice defensive driving techniques
- Follow applicable traffic laws at all times
- Assess and monitor vehicle operating conditions, and report issues
- Follow safe boarding and exiting procedures
- Board and exit people with special needs. Bus Operators to assist passengers on and off the bus by operating ramps and securing wheelchairs to and from the first accessible door.
- Secure wheelchairs / scooters, walkers and other mobility devices and ensure all passengers are in safe

- Ensure all door areas and aisles are clear of items
- Greet and acknowledge passengers in a professional and courteous manner
- Monitor fare collection and advise of Fare Policy and receive, verify and issue transfers
- Inform passengers of vehicle rules and regulations as required
- Respond to passenger inquiries
- Respond to questions from the public
- Anticipate potential problems and refer customer complaints to HRM's Corporate Call Centre, advise on-duty AAB Dispatch Supervisor by means of an incident report
- Monitor the behaviour of passengers to ensure the safety of others and contact the AAB Dispatch Supervisor for assistance as needed
- Anticipate passenger emergencies and respond to medical emergencies
- Respond to on-board emergencies, evacuating passengers as needed
- Respond to incidents and accidents, seek assistance as required, and complete required reports
- Drive vehicle in congested areas
- Monitor stop areas and report damage and/or issues to the on-duty AAB Dispatch Supervisor
- Respond to routing adjustments
- Ensure passenger safety and comfort
- Conduct post-operations procedures
- At conclusion of shift, collect and report lost items
- Report issues affecting safety and/or normal routing
- At the end of the shift, check out with Dispatch Supervisor

QUALIFICATIONS

Education & Experience

- Grade 11 or equivalent education and related experience
- Three (3) years of experience working in a service occupation dealing directly with customers
- Five (5) years of recent driving experience
- A valid driver's license with a safe driving record (no more than 2 demerit points and no more than 1 at-fault accident)
- Completion of a defensive driving course is an asset
- Driving experience in a public transit environment is an asset

Technical/Job Specific Knowledge and Abilities

- Dependability and reliability
- Strong problem-solving skills
- Able to react quickly and remain calm in difficult and stressful situations
- Able to understand, speak, read, write English in order to learn training materials, communicate effectively with the travelling public, and write reports

Competencies

Analytical Thinking; Communication; Customer Service; Flexibility; Organization & Planning; Stress Management; Teamwork and Cooperation; Valuing Diversity.

RELATIONSHIPS/CONTACTS

Reports to: AAB Dispatch Supervisor

Supervises: N/A

Internal Contacts: Operations Centre, Mobile Service Supervisors, AAB Scheduler, Employee Services Supervisors, Accident & Claims Investigator

External Contacts: Public

WORKING CONDITIONS

Transit Services available 7 days a week, 365 days a year. Bus Operators will be required to work weekends, work both day and night shifts, at times changing from one to the other with little notice and statutory holidays. Hours of work, vacation dates, and days off are determined by seniority and can impact a new Bus Operator's personal and family life.

Physical Demands:

Sitting for prolonged periods of time, reaching, gripping, push/pull of steering wheel, twisting and turning of neck, sensory/perceptual demands along with good concentration

Environmental Demands:

Deal with heavy traffic and congested streets and must cope with adverse weather, construction and traffic conditions.

Psychological Demands:

Must be alert and manage personal well-being as they can drive long hours with minimum breaks, operate during peak periods with split shifts and must cope with adverse weather, construction and traffic conditions.

Must be able to communicate effectively with passengers and respond to their needs.

Must constantly monitor passengers and other drivers, and exercise a great deal of tact and diplomacy.

Deal with heavy traffic and congested streets, while monitoring fare collection and advising of the Fare Policy, issuing and receiving transfers, and checking passes.

SECURITY CLEARANCE REQUIREMENTS:

Child Abuse Registry Check

Criminal Records Check including the Vulnerable Sector

OTHER REQUIREMENTS:

Driver's abstract that meets set out criteria

Air brake endorsement

Written Nova Scotia Class 2 exam

Standard Emergency First Aid with AED

Class 2 medical exam and functional abilities test

7 week Basic Operator Training program and probation period

Signatures:

Completed by: _____

Signature: _____

Date: _____

Reviewed by Director:

Director: _____

Signature: _____

Date: _____

Reviewed by Human Resources:

Name: _____

Signature: _____

Date: _____