



**Twin Cities Area Transportation Authority**  
**(269) 927-2268 • Fax (269) 927-2310**

275 East Wall Street, P.O. Box 837, Benton Harbor, MI 49023

## TRANSIT/PARATRANSIT BUS OPERATOR

**SUMMARY DESCRIPTION** - Under general supervision, performs public transportation and paratransit transporting people from one place to another for work, errands, church, school, shopping, to medical appointments or other reasons. Takes fares from passengers, announces routes, and ensures passengers get to and from their destinations safely. Good customer service in how the operator/driver addresses, responds to, and treats riders is essential.

**REPRESENTATIVE DUTIES** – The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Perform pre-trip inspections on bus and equipment prior to taking bus out into service making the necessary notations on the prescribed forms every time an operator begins driving.

1. Receive directions from a dispatcher by radio, or electronically through other media and transport people from one place to another on a transit bus or other assigned vehicle as directed or in accordance with a predetermined route and schedule.
2. Operate buses safely, smoothly, and professionally applying brakes, starting and stopping engines, avoiding obstacles and pot holes, slowing to pass over speed bumps, and rough areas always with the comfort of passengers in mind and announcing next destination and stops. Use ten (10) codes in communications with dispatch when appropriate.
3. In transporting passengers on the demand response service, operator shall be attentive to the special needs of elderly, disabled, and ADA passengers, ensure that the horn is blown upon arrival to pick up the passenger and while waiting, being aware of whether they need a wheelchair or not, wait at least five (5) minutes giving ample time for the passenger to hear, see, and get to the bus. Information on special passenger needs should be provided by dispatch. Immediately upon departure of the passenger, announce to dispatch that bus is clear and available for the next assignment.
4. Collects fares in accordance with fare schedules or directions on fare amounts provided per dispatch either by radio or electronically such as on tablet screens.
5. Answer questions about schedules, routes, transfer points and other information from passengers. Must have temperament for maintaining a professional demeanor in communicating with people who may have problems, difficulty communicating, and/or be angry or upset.



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6. Drive through traffic and obey traffic laws, make stops as frequently as required; deal with sometimes unruly passengers.
7. Report accidents or other traffic disruptions to a central dispatcher and follow directions when using alternate routes. Also report on damage that occurs to the bus being driven in the event it occurs at any time or point during the driving assignment.
8. Must be present and available at work and able and willing to perform the duties of this position.
9. Such other duties as may be assigned.

**QUALIFICATIONS:**

**Knowledge of:** Driving a heavy vehicle such as a bus as proven by possession of a valid Michigan Chauffeur License or Commercial Driver's License with a passenger endorsement is preferred. No more than six (6) points on their driving record is allowed.

**Ability to: Function** as a professional driver in an environment of service to various types of people of differing demographics, educational levels, and temperaments while maintaining a friendly helpful demeanor. Pass a Chauffeur/CDL physical exam and continue follow-up exams.

Drive safely in all types of weather at different times of the day or night.

Pass a drug and alcohol test prior to being hired and at any time during employment as a bus driver as random drug and alcohol test are a requirement of the job; and after all accidents/incidents.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT** The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions. Environment: Standard vehicle interior setting; exposure to computer screens, radio noise and instructions, people, some exposure to dust, fumes, various temperatures and weather conditions, and knowledge; may be required to work holidays and weekends. Able to hear and respond to directions given over radios in buses, to see, read, and interpret directions appearing on maps or a computer/tablet screen that may be no larger than 8" to 10" diameter. Physical: Essential and marginal functions may require maintaining physical condition necessary for sitting, standing, or walking for prolonged periods of time; ability to apply the necessary pressure to accelerate and stop a bus, ability to bend, stoop, reach, grasp, see, hear to perform pre-trip inspections, operate wheelchair lifts and all functions of driving and related work. Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents. Hearing: Hear in the normal audio range with or without correction