



South Central Regional Transit District

Job Description

Pay \$12.25 - \$14.00 Entry Rate

Title:	Transit Driver II	Code:	102
Division:	Transportation	Effective Date:	02/01
Department:	Operations	Last Revised:	01/16

GENERAL PURPOSE

Performs **full performance, CDL licensed duties** in the operation of assigned NCRTD transport and passenger vehicles as needed to travel assigned fixed and “demand” service routes. Must possess a CDL license with multi-passenger “P” endorsement.

SUPERVISION RECEIVED

Works under the close to general supervision of the Transit Shift Supervisor(s) or Transit & Facilities Operations Manager.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Operates assigned passenger vehicles employing defensive driving techniques, maintaining professional courtesy while under stress, making public address announcements, properly answering questions and solving transit-related concerns of passengers, and exercising prudent judgment under a variety of constantly changing operating conditions.

Conducts self in an appropriate manner as a representative of the RTD, working effectively in a diverse work environment, using prudent judgment at all times, performing duties in a safe manner, and assuring professional quality of services to all external and internal customers.

Operates transit vehicles in revenue and non-revenue service while in strict compliance with RTD policies, directives, and procedures and all Federal and New Mexico traffic laws and regulations. This includes using proper defensive driving techniques.

Performs RTD pre and post trip inspection of transit vehicles for mechanical problems prior to beginning scheduled run. This includes conducting an external/internal visual inspection of the transit vehicle and pre-testing of necessary equipment, operating/safety devices, and transit vehicle controls for use while in service. Also conducts an internal visual inspection at the end of the schedule service day to collect and turn-in lost items.

Completes accident and incident reports accurately and legibly as necessary at the end of scheduled shift resulting from traffic accidents, customer issues or complaints.

Provides customer service information in a courteous, professional manner. This includes operating the automated stop announcements system and /or stating stop and public information announcements over the public address systems, and properly answering questions and solving transit-related concerns of passengers.

Complies with American with Disabilities Act (ADA) in operating the transit vehicle. This includes providing accessibility for disabled passengers to board and de-board by properly operating the accessibility lift and safely securing such passengers in a courteous manner, announcing designated stops, and pre-testing all passenger accessibility lifts and equipment during pre-trip inspections.

Communicates with Central Dispatch for the purpose of providing information on fares, transfers, ticket refunds, routes, and other District Transit policies and rules concerning conduct, service, and policy changes.

Informs Central Dispatch of passenger lift pick-up and drop-off locations, and when hydraulic passenger lift fails to operate properly or of missed pickups of passengers.

Observes and responds to emergency situations involving passengers, the public, or buses for the purpose of maintaining public/passenger safety, and proper bus operation.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school or GED;

AND

B. Five (5) years of driving experience and preferred one (2) years of experience performing above or related duties;

OR

C. An equivalent combination of education and experience.

2. Knowledge, Skills and Abilities:

Working Knowledge of current bus routes and stops within the District; transit system operations, routing and scheduling; basic customer relations techniques, i.e. fostering a positive attitude, maintain a courteous, helpful and professional demeanor, etc.; principles and procedures of record keeping; basic mathematic functions. **Some knowledge of** stress management.

Skill in using personal computers and applicable software applications including spreadsheets; English and grammar skills.

Ability to successfully complete the Bus Operator Training Program, which includes achieving the required minimum scores on all written and driving tests and evaluations; tell time and keep a timely schedule; read and understand maps and time tables, which includes determining directions and following a mapped-out route; demonstrate maturity sufficient to deal with high volume customer service interaction and related stress; use prudent judgment and common sense in making quick, safe decisions with minimal supervision and adapt to constantly changing operating environments; keep all information confidential within the department; adhere to all approved District policies and procedures and regulations; maintain a clean, healthy, and safe working environment; be responsible and accountable for property assigned; effectively communicate, both orally and in writing, while interacting with customers and RTD staff in a courteous, professional manner. This includes providing good customer service by attending to the needs of a diverse customer base in a sensitive manner.

3. Special Qualifications:

Must be 21 years of age. **For Driving by District Regulations:** (1) Ability to sit without discomfort for prolonged periods of time on a variety of driver's seats in different models of transit vehicles, and fit behind the steering wheel with clearance between abdomen and wheel; (2) turn head up to 180 degrees in either direction on a regular and frequent basis; (3) walk to enter and exit the vehicle. **For Wheel Chair Tie-Downs;** Ability to bend, crouch, and/or kneel and balance while simultaneously manipulating and fastening tie-down straps. **Licensing and Special Requirements:** (1) Must obtain and maintain a valid State of New Mexico Commercial Driver's License(CDL-A or B) with (P) endorsement and airbrake certification or must obtain and maintain a NM Commercial Driver's License (CDL-A or B) with a "P" endorsement through the South Central Regional Transit District within six (6) weeks of hire date and meet the District's driving standards; obtain and maintain all other endorsements/clearances required by DMV and obtain DOT medical certificate and maintain such for the duration of employment as a Driver. (2) Must satisfactorily complete the District's New Operator Training Program.

4. Work Environment:

While performing the duties of this job, the employee is normally within a field environment; exposure to dust, fumes, exhausts, various noise levels, various temperatures, and chemicals for an extended length of time as well as in various outdoors weather conditions as required. Position requires maintaining physical condition necessary for sitting for prolonged periods of time.

PROFESSIONAL STANDARDS AND VALUES

At South Central Regional Transportation District, we offer services as a team of respectful, qualified professionals. Our customers come first. They are our neighbors. We believe that the following **Professional Standards** are crucial for you to embody if we are going to be a match as employer and employee.

In addition to being competent in the essential functions outlined above and minimum qualifications outlined below, you have an important professional role to play in SCRTD. To fill that role, you are expected to practice the following attitudes and behaviors while at work.

- ✓ Remain a professional, balanced, respectful, problem-solver, even under stress or when out of your comfort zone.
- ✓ Demonstrate trustworthy behavior and speech (personal integrity and professional competence, do what you say you will do, be dependable, be accountable, act as a contributing member of our professional team).
- ✓ Show respect for coworkers and customers (be attentive, recognize others' contributions and concerns, maintain the dignity of all people, empathize, honor differences, build rapport when possible and forgiveness where necessary).
- ✓ Keep a positive, "can do" attitude toward tasks, coworkers, management and customers.
- ✓ Communicate coherently (listen to understand, speak to be understood, no blaming, ask questions).
- ✓ Demonstrate flexibility in the face of changes and new ideas (understand why changes are being made, ask questions about them when necessary, give them a chance and offer feedback where appropriate).
- ✓ Be a steward (1) of our organization's resources (avoid waste, suggest cost saving ideas, take care of things by keeping them clean and the area safe); and (2) of your personal career (identify one or two areas of growth, learning or certification to pursue every year).