



POSITION DESCRIPTION	
<b>Department</b>	Customer Services
<b>Position Title</b>	Bus Operator
<b>Immediate Supervisor</b>	Operations Officer
<b>Classification</b>	Metro Tasmania Bus Operators Enterprise Agreement 2016
<b>Location</b>	Hobart/Launceston/Burnie

FUNCTION
Operate a bus to transport passengers over specified routes including school and charter services within operational, organisational and legal requirements.

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#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The Bus Operator is required to:

- Present for work in accordance with Metro policies and procedures;
- Operate a bus to ensure a safe and comfortable ride for passengers at all times;
- Operate a bus to Duty and Timetable requirements;
- Operate the ticketing and revenue system in accordance with authorised procedures;
- Regulate heating, lighting and other systems for passenger comfort;
- Undertake pre-departure checks in accordance with procedures;
- Perform non-driving office based duties as required;
- Report delays, accidents, incidents and vehicle defects in accordance with company policies and procedures;
- Complete and comply with all operational reporting functions, including but not limited to Bus Operator reports, Incident and Accident forms and processes;
- Maintain a high and professional standard of customer relations at all times;
- Performs all tasks in a safe manner, ensuring compliance to all safety policies and procedures;
- Utilise radio communications systems in accordance with guidelines;
- Provide information through reports regarding bus stop infrastructure, bus running times and other related matters as reasonably required;
- Participate in work meetings including disciplinary or performance management processes; and
- Perform any other duties assigned or operationally required.

## **KNOWLEDGE & SKILLS:**

The Bus Operator is reasonably required to demonstrate:

- A sound standard of numeracy and literacy skills, to:
  - Enable accurate preparation and completion of required written reports;
  - Operate ticketing systems; and
  - Read, understand and lawfully and appropriately apply applicable transport legislation (including road rules and signs) and other public passenger vehicle requirements including Metro's policies and procedures, and to participate in and successfully complete a knowledge test or training course if reasonably required;
- A sound understanding and ability to implement conflict resolution skills and principles;
- A high level of customer service to passengers and other road users;
- Driving a bus consistent with the requirements to maintain applicable licensing, accreditation, certification and/or registration and undertake driving assessments as otherwise reasonably required;
- An ability to concentrate intensely to drive in conditions which may regularly or intermittently involve any or all of the following:
  - Heavy traffic;
  - Poor weather conditions;
  - Poor road conditions; and/or
  - Unexpected distractions inside or outside the bus;
- An ability to problem solve and respond effectively to unpredictable actions of other drivers or pedestrians; and
- An ability to remain calm under adverse conditions caused by traffic conditions, customers, unexpected delays and timetabling.

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## **PHYSICAL REQUIREMENTS**

The Bus Operator must:

- Be medically fit at the commercial standards to maintain applicable licensing, accreditation, certification and/or registration and undertake medical assessments as otherwise reasonably required for all bus models/variants;
- Be able to sit for roster periods while operating buses on the seats which are fitted in all bus models/variants without exceeding manufacturers safe weight limit (currently 130 kg);
- Maintain acceptable professional appearance and attire;
- Meet the inherent requirements of the role including the physical ability to perform all tasks required; and
- Be medical fit and have hearing and eyesight (including appropriate colour recognition) to a level to be able to safely and effectively respond to sounds and sights when driving.

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## PERSONAL ATTRIBUTES

The Bus Operator is reasonably required to demonstrate:

- honesty and trustworthiness;
- respectfulness;
- flexibility; and
- sound work ethic

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## KEY RELATIONSHIPS:

- All Metro Employees.
- Customer Services.
- Passengers.
- General Public.
- Other road users.

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## WORKING ENVIRONMENT:

- Operate out of one of Metro's three Depots (Hobart, Launceston, Burnie) or satellite yard;
- Perform work in accordance with Metro's rostering system;
- Participate in a harmonious team environment;
- Work independently on buses within Metro operating areas;
- Work in an illicit drug free environment;
- Work in an environment where any prescribed medication does not exceed prescribed limits or safe use;
- Work in an alcohol free working environment; and
- Work in a smoke free working environment.

The Bus Operator is also reasonably required to demonstrate commitment to and compliance with company values of:

### **Safety**

We take pride in everyone getting home safely, by having a safe workplace; and putting safety first.

### **Respect**

We show respect for everyone at all times by acting with integrity in all our actions, words, intentions.

### **Resilience**

We have the courage to deal with our day-to-day challenges, showing determination; commitment; and strength.

### **Unity**

We work together with honesty and transparency; we listen, we collaborate, we cooperate, we celebrate success.

## Service Driven

We take pride in what we do and it is our pleasure to deliver an outstanding experience for everyone, recognising we have internal and external customers; continually challenging ourselves to do things better; and striving for excellence

## WORK HEALTH AND SAFETY

The Bus Operator is reasonably required to:

- a) Behave in a manner which will eliminate or where elimination is not possible minimise the risk of injury to themselves and others at the workplace; and
- b) Comply with policies, procedures safety directions including but not limited to: identifying, removing and reporting safety and health hazards or breaches in the work area.

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## LICENSING, ACCREDITATION, CERTIFICATION AND REGISTRATION

The Bus Operator must hold and maintain:

- Public Passenger Vehicle Licence (ie Public Passenger Vehicle Ancillary Certificate);
- Heavy Rigid (Hobart) or Medium Rigid (Launceston and Burnie) Licence to drive a Metro bus;
- Drivers Licence to drive on Tasmanian roads;
- Working with Vulnerable People Registration;
- the necessary character requirements confirmed by a National Police Certificate obtained from Tasmania Police; and
- Evidence of Identity.

## APPROVAL:

**Approved By:** \_\_\_\_\_ GM People and Safety

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_