

**SPOKANE TRANSIT**  
**POSITION DESCRIPTION**  
**for**  
**COACH OPERATOR**

**NATURE OF WORK**

This position is responsible providing excellent customer service; for the efficient and safe operation of a transit passenger bus under varying traffic and road conditions; for transporting passengers in a courteous, safe and timely manner; for strict adherence to all traffic rules and regulations, for properly collecting all authorized fares; and for promoting and maintaining positive relationships with passengers, other employees and the general public.

**SUPERVISION RECEIVED**

Position receives general supervision from the Transportation Manager, Fixed Route and under the immediate direction of an on-duty or assigned dispatch or road supervisor. Performance will be reviewed by an incumbent's assigned unit supervisor.

**ESSENTIAL FUNCTIONS**

Must meet the DOT physical requirements and be able to obtain and maintain a current Commercial Driver's License (CDL) and perform the safety sensitive functions of the position.

Operates a transit passenger bus on a specified route; obeys traffic rules and regulations; adheres to STA policies and procedures; monitors the safe mechanical operating condition of assigned bus; picks up and discharges passengers at designated locations in a safe and timely manner.

**Examples of Duties:**

Operates coach in a safe manner, using defensive driving techniques; maintains schedule; and makes designated stops on assigned route.

Inspects and prepares assigned coach for operation by performing a pre-trip inspection, adjusting seat, mirrors and seat belts; programming deck sign and fare box; testing kneeler and wheelchair lift; and equipping coach with needed supplies, e.g., schedules, trip sheets and transfers.

Collects appropriate cash fares through the operation of an electronic fare box collection system; verifies reduced fare cards, monthly passes and other fare instruments.

Inspects coach at the end of each shift for damage to the vehicle and lost articles; removes passenger and schedule information, debris and other inappropriate items from the coach.

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Provides safe, comfortable and reliable transportation to the public; promotes positive passenger relations; maintains a clean, neat appearance and pleasant disposition.

**Example of Duties**

Greets passengers in a friendly, courteous manner; provides information concerning routes, schedules and transfer points; and assists passengers with the use of securement systems, ramps and lifts, and by other means as appropriate, including the announcement of arrival at major thoroughfares, facility and/or departure locations on a given route, using a microphone while operating the bus.

Physically assisting passengers when boarding and exiting the bus upon request.

When a passenger is using a mobility device, move seats and make room for mobility device, and securing passenger mobility device by attaching restraints to front and back of device.

Observes uniform regulations and/or other rules, policies and regulations as outlined by STA.

Supervises the conduct of individuals accepted as passengers while riding the bus in accordance with STA policies and/or, when present, at Spokane Transit designated boarding and departure locations.

Communicates with the Transportation Department concerning equipment, operational or passenger problems, or accidents by using a two-way radio and/or completing appropriate written reports.

**Example of Duties**

Completes accident or incident reports, on-the-job injury claims, surveys, and other required written materials in a timely manner.

Monitors two-way radio calls, reporting conditions such as accidents, passenger incidents, mechanical malfunctions, delays in service and traffic problems.

Must be punctual, reliable and maintain regular attendance in order to contribute individually to the efficient and effective delivery of transportation service to the general public.

Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.

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This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties and training as dictated by their Supervisor and/or Spokane Transit.

## MINIMUM REQUIREMENTS

**Training and Experience:** Each applicant's education and work experience will be reviewed to determine his/her individual ability to perform the required functions of a coach operator. Experience must include a minimum of five years of motor vehicle operation with no major moving violations. The last three are preferred to be moving violation free. Additionally, one year of work experience that demonstrates the ability to meet and assist the general public in a diplomatic and courteous manner.

**License:** Must possess a valid Enhanced driver's license for state of residence and be capable of obtaining, within the training period, the required Class B Commercial Driver's License with Passenger Endorsement and Air Brake Restriction removed.

**Physical Capability:** The physical activity of position requires the ability to reach, walk, push, pull, lift, sit, stand, stoop, bend, squat, kneel, twist, climb, grasp and talk; repetitive and/or constant motions of the wrists, hands, feet, and/or fingers.

Must be able to perceive the nature of sounds with no more than a 40 db loss @ 500 Hz, 1000 Hz and 2000 Hz with or without correction. Ability to receive detailed information through oral communication and to make discriminations in sound.

Exert up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Visual acuity to determine, depth and field of vision.

## SELECTION FACTORS

Ability to tactfully and courteously meet and assist the public; promote good passenger relations; have a clean, neat appearance, pleasant disposition; and possess the ability to make sound judgments in a crisis situation.

Ability to operate a transit passenger coach in accordance with traffic laws, ordinances, rules and driving courtesies; calculate correct fares; and complete required forms and written reports.

Ability to speak clearly, to read and interpret written policies and instructions.

Ability to work varying shifts, hours and days, including weekends and holidays.

Ability to be sensitive to a diverse group of individuals, including the elderly and persons with disability.

Ability to quickly learn the activities, policies and procedures related to the Transportation Department.

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Ability to handle stress and continue to perform all duties and provide service to the public in a courteous, responsible and timely manner.

Ability to effectively work with other employees, supervisory personnel and the general public.

This is a safety sensitive position and you will be subject to random drug and/or alcohol testing.

**WAGE**

As provided for in the labor agreement with ATU 1015.

**AA/EEO**

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

\_\_\_\_\_  
Employee Name Printed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

