



<b>Job Title:</b>	Motorcoach Operator	<b>Job Category:</b>	Non-Exempt
<b>Department/Group:</b>	Safety	<b>Reports To:</b>	Driver Supervisor & Safety and Compliance Coordinator
<b>Location:</b>	West Burlington, IA	<b>Travel Required:</b>	100%
<b>Position(s) Supervised:</b>	None	<b>Position Type:</b>	Full-Time
<b>HR Contact:</b>	Sarah McGee	<b>Date Posted:</b>	Date Posted
<b>Will Train Applicant(s):</b>	Will Train Applicant(s)	<b>Posting Expires:</b>	Posting Expires

**Applications Accepted By:**

**FAX OR EMAIL:**

319-753-2916  
 smcgee@burlingtontrailways.com  
 Subject Line: Motorcoach Operator

**MAIL:**

Human Resources  
 Burlington Trailways  
 PO Box 531  
 West Burlington, IA 52655

**Job Description**

**SUMMARY**

Regular route, charter, and private carriage position responsibilities include the physical possession of the Motorcoach as assigned from dispatch, all other company vehicles as assigned, and passengers, which is to include their safety and assisting them on and off the motorcoach, all package express under bus bill, all authorized baggage placed on the bus and transported in the baggage compartments, all moneys collected from fare paying passengers, accounting for all passenger tickets and bus bills collected, the transportation of and discharging of all scheduled, charter, and tour passengers, and the transportation of and deliver of inter-office / depot mail.

**REASONABLE ACCOMMODATIONS STATEMENT**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**ESSENTIAL FUNCTIONS**

- Drive vehicles over specified routes or to specified destinations according to time schedules, complying with traffic regulations to ensure that passengers have a smooth and safe ride.
- Park vehicles at loading areas so that passengers can board.
- Advise passengers to be seated and orderly while on vehicles.
- Inspect vehicles, and check fuel, oil, and water levels prior to departure. If needed add appropriate fluids for safe operation of the vehicle.
- Assist passengers, such as elderly or disabled individuals, on and off bus, ensure they are seated properly, help carry baggage, and answer questions about bus schedules or routes.
- Handle passenger emergencies or disruptions.



- Record information, such as cash receipts and ticket fares, and maintain manifest.
- Collect tickets or cash fares from passengers checking identification when required.
- Regulate heating, lighting, and ventilating systems for passenger comfort.
- Report delays or accidents.
- Maintain cleanliness of bus or motor coach.
- Load and unload baggage in baggage compartments.
- Make minor repairs to vehicle including but not limited to adding air in tires and changing light bulbs.

#### **POSITION QUALIFICATIONS**

#### **COMPETENCY STATEMENT(S)**

- General MCO knowledge and skills -
  - Read, write, and speak English fluently. Ability to speak foreign languages helpful. Complete all required paperwork in a timely manner, and which is legible and neat.
  - Normal High School mathematical skills.
  - Maintain a driving record that is free of all major traffic citations and that is free of major "at fault" accidents.
  - Ability to load / unload baggage and package express by hand up to a weight permissible by existing tariffs, usually considered to be 100 lbs.
  - Drivers are to be known as a "People Person". Driver is to treat all passengers, company personnel, and other individuals associated with their assigned work in a friendly, courtesy, and professional manner.
  - Work with other company personnel as members of the "TEAM". This requires the Driver to coordinate activities with others, and to function simultaneously as a whole unit.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Follow US DOT regulations -
  - Safely, efficiently, and courteously drive Motor Coaches of at least 45' in length, and other company vehicle, on all public highways and private property as directed, including cities and mountainous regions in all weather conditions. Knowledge of defensive driving techniques is essential.
  - Knowledge & practical use of the US Department of Transportation (US DOT) regulations pertaining to the driving of Commercial Vehicles.
- CDL and Physical -
  - Obtain, possess, and maintain a Commercial Driver's License. Class B including Air Brakes and Passenger endorsements as a minimum.
  - Obtain, Possess, and maintain a current DOT physical.

- Decision Making - Ability to make critical decisions while following company procedures.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Deductive Reasoning - Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Accuracy - Ability to perform work accurately and thoroughly.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Loyal - The trait of feeling a duty to the employer.
- Reliability - The trait of being dependable and trustworthy.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- Accountability - Ability to accept responsibility and account for his/her actions.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

High School Diploma or equivalent  
 Must stay current with FMCSA regulations

**PREFERRED SKILLS**

CDL class B with Passenger and Air Brake endorsement preferred

**PHYSICAL DEMANDS**

- |                           |   |  |
|---------------------------|---|--|
| <b>N (Not Applicable)</b> | • | Activity is not applicable to this position.                                     |
| <b>O (Occasionally)</b>   | • | Position requires this activity up to 33% of the time (0 - 2.5+ hrs./day)        |
| <b>F (Frequently)</b>     | • | Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day) |



**C (Constantly)** • Position requires this activity more than 66% of the time (5.5+ hrs./day)

**PHYSICAL DEMANDS**

**LIFT/CARRY**

Stand	O	10 lbs. or less	F
Walk	O	11-20 lbs.	F
Sit	C	21-50 lbs.	O
Manually Manipulate	F	51-100 lbs.	O
Reach Outward	C	Over 100 lbs.	O
Reach Above Shoulder	O		
Climb	O		
Crawl	O		
Squat or Kneel	O	12 lbs. or less	F
Bend	O	13-25 lbs.	O
Grasp	C	26-40 lbs.	O
Speak	F	41-100 lbs.	O

**PUSH/PULL**

**OTHER PHYSICAL REQUIREMENTS**

- Ability to obtain a valid DOT medical certificate

**ADDITIONAL NOTES**

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

**EQUAL EMPLOYMENT OPPORTUNITY**

Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed servicemember status, race, color, religion, sex, pregnancy (including childbirth, lactation or related medical conditions), age (40 and over), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time

