



Job Title:	Motorcoach Operator	Job Category:	Exempt
Department/ Group:	Drivers, Safety	Reports To:	General Manager, Driver Supervisor
Location:	IA- West Burlington, Davenport, Cedar Rapids, Des Moines NE- Omaha	Travel Required:	100%
Position(s) Supervised:	None	Position Type:	Full Time or Part Time
Job Description			

Summary

Motorcoach Operator responsibilities include performing required inspections of company vehicles, performing minor repairs to company vehicles, maintaining cleanliness of company vehicles, safely operating a motorcoach and other company vehicles, boarding, and alighting of passengers and baggage, proper collection and record of tickets and fares, collaborating with our 24-hour dispatch, and following time schedules. In addition to operating safely at all times, motorcoach operators must provide excellent customer service, communicate with customers and co-workers effectively, and be able to accommodate a flexible work schedule.

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 (motorcoach or other company vehicle) with or without passengers over specified routes or to specified destinations according to time schedules, adhering with traffic laws and DOT regulations to ensure that passengers have a smooth and safe ride.
- Drive on all public highways and private property as directed, including mountainous regions, in all weather conditions.
- Perform a DOT required pre-and-post trip inspection of vehicle. To include checking, fuel, oil, and water levels prior to departure and add appropriate fluids for safe operation of the vehicle, if needed.
- Document problems, malfunctions, or pre-and-post trip findings of coach in correct location and report to dispatch.
- Responsible for the physical possession of the motorcoach or any other company vehicle as assigned by Dispatch.
- Assist passengers with boarding and alighting from the coach, ensure they are seated properly, help carry/load/unload baggage and answer questions about bus schedules or routes.
- Provide friendly, courteous, and accurate customer service to all Burlington Trailways passengers regardless of age, gender, race, ethnicity, religion, or job type.
- Regulate heating, lighting, and ventilating systems for passenger comfort.
- Record information, such as, cash receipts and/or ticket fares and maintain manifest.
- Collect tickets or cash fares from passengers, checking identification when required. Turn in monies collected timely per company policies.



- Report delays or accidents and make critical, time-sensitive decisions while following company procedures.
- Maintain cleanliness of motorcoach and/or other company vehicles.
- Make minor repairs to vehicles to include, adding air in tires, changing light bulbs, fueling, etc.
- Act with safety and company security in mind. Be able to identify and correct unsafe/unsecure conditions with help, as necessary.
- Understand all policies regarding driver responsibilities, baggage polices, ticket fares, routes, etc.
- Complete all required paperwork in a neat and legible manner, and turn in timely per company policy, to include, Operator's Work Report, ticket envelopes, extra assignment sheets, etc.
- Maintain accurate driver logs as to not be in violation.
- Follow proscribed dress code.
- Deliver interoffice and/or depot mail
- Report prepared for work, on time, with all necessary tools to include, name badge, ZONAR card, fuel cards, bus keys, pen/pencil, flashlight, minor tools, etc.
- Immediately report all accidents and citations, whether in company vehicle or private vehicle.
- Other duties as assigned.

Position Qualifications

- Minimum 24 years of age

Ability to:

- Obtain, possess, and maintain a Class B Commercial Driver's License with passenger and air brake endorsements. *2 years of verifiable professional driving experience preferred.*
- Obtain, possess, and maintain a current DOT Medical Certification.
- Maintain a 'non-prohibited' query result in the Drug and Alcohol Clearinghouse.
- Read, write, and speak English fluently. Ability to speak other languages is helpful.
- Load/unload baggage and package express by hand up to a weight permissible by existing tariffs, usually considered to be 100 pounds.
- Complete Burlington Trailways Entry-Level Driver Training Program.
- Successfully complete a background check up to Burlington Trailways standards. (MVR, criminal, Prohibited Party, FMCSA PSP, Extended Employment Verification)
- Pass an insurability test with our current bus insurance carrier.
- Pass a pre-employment drug screen and random alcohol and drug screens in accordance with FTA/FMCSA drug testing requirements.
- Stay current with DOT/FMCSA/FTA regulations pertaining to position.

Driving History Qualifications

- Good driving record
 - No major driving violations in the past 48 months
 - Less than 3 minor driving violations in the past 36 months
 - Less than 2 accidents in the past 36 months
 - No driving convictions related to alcohol or illegal drugs in past 10 years



Physical Demands

Definitions:

N (not applicable)	Activity is not applicable to this position
O (occasionally)	Position requires this activity up to 33% of the time (0-2.5+ hours/day)
F (frequently)	Position requires this activity from 33%-66% of the time (2.5-5.5+ hours/day)
C (constantly)	Position requires this activity more than 66% of the time (5.5+ hours/day)

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

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 and legally-recognized basis, including, but to 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 coworkers.

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.