



Job Description

Transit Operator

Salary Range: \$20.75 - \$27.77 per hour **Salary Schedule:** ATU CBA

Department: Operations **Location:** Hoquiam, WA

Job Type: Full Time

FLSA Status: Non-Exempt **Union:** Represented

Position reports to: Operations Manager/ Dispatch Field Supervisor

Manage or Supervise: None

Position Summary

This position is a union bargaining position under the direction of the Dispatcher/Field Supervisors. Transit Operators are responsible for safely operating a transit vehicle and transporting passengers and may perform minor equipment maintenance on transit vehicles. Adhere to assigned routes according to established time schedules or on dial-a-ride routes. Display a professional, courteous attitude and provide effective customer service. Operators will receive vehicle and route training prior to operating vehicle alone. Regular attendance is an essential function of the job.

Transit Operators do not supervise employees. More experienced employees may be assigned to familiarize a new employee with routes and assist the Safety & Training Manager in training and evaluating new Operators.

Essential Job Functions

- Ensure vehicles are clean before operation and conducts inspections before and after operation to note damage or defects including body damage, tires, radiator, lights, instruments, brakes, radio, fuel cap, and other related equipment and records notes on defect report. Requests servicing and repairs verbally and in writing as necessary.



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- Operates bus on assigned route on a designated schedule, picking up and safely discharging passengers; or operation van to pick up and safely discharge passengers, operating a lift equipped van and providing assistance to riders.
- Greets passengers in a pleasant and courteous manner; collects fares; issues transfers; sells passes; gives accurate information concerning routes, schedules, and transfer points; secures and turns on articles found in vehicle; Maintains all required passenger and vehicle records.
- Assists elderly customers and persons with disabilities as required by the Americans with Disabilities Act, including the securement of mobility aids and physically evacuates passengers in any emergency situations.
- Receives complaints from passengers in a professional manner and attempts to provide appropriate information; refers complaints to supervisor.
- Provides information to supervisor regarding route problems or traffic changes; Provides detailed reports of accidents or incidents.
- Accurately record passengers carried and fare collected, if applicable.
- Performs other duties as assigned.

Required Qualifications

Knowledge of: Knowledge of the rules, regulations, and standard operating procedures of the system. Knowledge of GHT services and safe transit vehicle operations.

Skills in: Safely operate GHT transit coaches and vans, customer service, resolving customer complaints professionally.

Ability to: Ability to communicate effectively and follow oral and written directions. Ability to prepare accurate records and reports. Ability to establish and maintain effective working relationships with staff, other agencies and the general public using tact, courtesy and good judgment. Ability to successfully complete the GHT operator training program. Physical ability to perform the essential functions of the job.

Education and Experience

High School Diploma or GED desirable. Demonstrated responsible work experience of at least one (1) year dealing directly with the public. Public bus driving experience desirable.



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Or any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

Licensures/Certifications and Other Requirements

Must possess a valid Washington State Motor Vehicle License, Commercial Driver's License (CDL Class B) with Passenger endorsements (P1), and air brake restrictions removed. Must be able to work varying shifts, hours and days, including early mornings, late evenings, weekends, and holidays.

Must be 21 years of age and have an acceptable motor vehicle driving record.

Must possess and maintain a Class "B" Commercial Driver's License with passenger and air brake endorsements; must maintain an acceptable driving record level throughout employment as monitored by periodic reviews of driving record. Must pass a job-offer employment related physical examination to include a drug and alcohol screen, and background screen prior to appointment to position.

Position is safety-sensitive and subject to FTA random drug and alcohol testing throughout the term of employment.

Working Conditions

Operators must be able to make a pre-check of all items on a vehicle and physically capable of operating controls of mass transit vehicles. These activities entail bending, reaching, kneeling, and stretching.

Operators must be able to sit in a seat for a long period of time (up to 3 hours) without a break.

Operator must be able to assist elderly and disabled passengers, including lifting and lowering a wheelchair passenger over one step. Able to provide door to door service on paratransit routes which may require a wheelchair passenger over rough terrain. Must be able to handle stress in some cases for as long as ten hours a day. Must be able to adjust to different types of seats and must be able to always wear vehicle seat belt.

Physical activities include: sitting, climbing, stairs, bending at waist, crouching, kneeling/squatting, pushing/pulling, a wheelchair with up to 100 lbs. Of force, repetitive arm and hand motion, grasping with the left or right hands, hearing, seeing, neck movement, and is subject to all weather conditions.



GRAYS HARBOR TRANSIT

Job Description

Date Adopted: 12/13/2022

The following list of characteristic duties is not intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities.

Grays Harbor Transportation Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans' status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Grays Harbor Transportation Authority know if you need accommodations in order to participate in the application process.