

**Position Title: BUS OPERATOR**  
**Department: OPERATIONS**  
**Classification: NON-EXEMPT (TWU)**  
**Safety Sensitive: YES**



**Position Summary:**

The Bus Operator drives a company-owned vehicle to pick up and discharge passengers on a specific route in a safe and professional manner. Operators may sign for fixed routes, demand response or trippers. The route schedules vary depending on whether the operator is driving a fixed route run or demand response service.

Wage: Starts at \$16.90 per hour for training. (effective February 2022)

**Reporting Relationships:**

Responsible to the Operations Manager, but will routinely take written and verbal instructions from road supervisors and/or dispatchers for day to day operations. There are no direct or indirect reports for this position.

**Job Essential Functions:**

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described in this position description. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this position description.*

- Operate all types of METRO RTA vehicles, as assigned.
- Monitor passenger counts when requested to do so by supervision.
- Provide optimum customer service while transporting passengers timely, safely, and efficiently.
- Collect all applicable fare (money, tickets, passes, transfers) from passengers.
- Must complete pre-trip inspections to ensure safe condition of coach.
- Assist passengers with schedule information when applicable.
- Must complete incident/accident reports as the need arises.
- May assist with route training of bus operators.

**Physical Requirements:**

Physical demands of the job include the following:

Operators must be able to pass a D.O.T. physical examination. Operators must take and pass drug and/or alcohol tests in accordance with METRO's Drug and Alcohol Abuse Policy.

Standing – Frequently  
Lifting – Occasionally  
Pulling – Occasionally  
Reaching – Frequently

Walking – Frequently  
Carrying – Occasionally  
Climbing – Frequently

Sitting – Frequently  
Pushing – Occasionally  
Kneeling – Occasionally

Work environment: 10% indoors  
90% outdoors, with direct exposure to diesel fumes, odors, and dirt.

The above statements reflect the general details considered necessary to describe the principal functions of the job necessary for its classification and shall not be interpreted as a detailed description of all the work processes that may be inherent in the job.

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**Core Values:**

**Teamwork**

- Demonstrating teamwork in and across departments
- Treating everyone with respect
- Recognize that the team is greater; much more than the collection of individual efforts

**Safety**

- Ensuring the safety of everyone
- Believing that every accident can be prevented
- Having a constant eye to safety in all aspects

**People Centric**

- Celebrating diversity/individual differences
- Treating everyone fairly
- Valuing everyone: co-workers, customers, each other, stakeholders

**Service Excellence**

- Providing the best customer service to everyone, both externally and internally
- Routinely exceeding expectations
- Serving our customers and each other

**Integrity**

- Always demonstrating honesty, trust, character and fairness without compromising the truth
- Showing high regard for civility, equity/fairness and human dignity
- Having the courage to do the right thing

**Action Ready**

- Sharing one goal, one mission
- Keeping commitments
- Giving more than is expected, willingly, without hesitation and without direction

**Education Qualifications, Experience and Requirements:**

High school diploma or G.E.D. equivalent. Must have a valid Ohio Driver's License. Must have no more than 2 points. Must be at least 18 years of age. Customer service experience required. Must have a valid Temporary CDL Class B permit with Passenger Endorsement, General Knowledge and Air Brakes sections and the ability to obtain and maintain a valid CDL Class B with Passenger Endorsement. Some customer service experience required.

**TO BE CONSIDERED FOR THIS POSITION, PLEASE SUBMIT AN APPLICATION TO THE EMPLOYEE ENGAGEMENT DEPARTMENT.**

**Mail:**  
**METRO RTA**  
**Attn: EEC Recruiting**  
**416 Kenmore Blvd.**  
**Akron, OH 44301**

**Fax: 330-594-5033**  
**Email: HRrecruits@akronmetro.org**



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