



METRO Regional Transit Authority

SSO (Special Service Operators)

Department: Operations

Classification: Non-Exempt

Safety Sensitive: Yes

Position Summary: The Special Service Bus Operator drives a company-owned vehicle to pick up and discharge passengers on a specific route in a safe and professional manner. Special service routes are designed to provide loop-type shuttles within major retail and residential areas.

Any new employee hired after January 1, 2015 as a Special Service Operator (SSO) must move to a Regular full-time Bus Operator position as they become available.

Starting Wage begins at \$16.58 per hour for training.

Reporting Relationships:

Position Reports to: Routinely will take verbal and written instruction from Road Supervisors and Dispatch for day to day operations. Responsible to the Director of Operations.

Direct Report By Title: Operations Manager

Indirect Reports by Title:

Number of Reports: Direct 0 Indirect 0

Essential Job 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.

Job Responsibilities:

- Operate all types of METRO RTA vehicles as assigned.
 - Monitor passenger counts when requested to do supervision.
 - Provide optimum customer service while transporting passengers in a timely, safe and efficient manner.
 - Must complete pre-trip inspection to ensure safe condition of coach.
 - Must complete incident/accident reports as the need arises.
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Physical Requirements & Working Conditions:

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

Walking – Frequently

Sitting – Frequently

Lifting – Occasionally

Carrying - Occasionally

Pushing – Occasionally

Pulling – Occasionally

Climbing – Frequently

Kneeling – Occasionally

Reaching – Frequently

Work Environment:

- 10% Indoors
- 90% Out Doors

With direct exposure to diesel fumes, odors and dirt. The above statements reflect the general details considered necessary to describe the principle 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.

Experience and/or Educational Requirements: Position requires High School Diploma or G.E.D. equivalent. Must have a valid Ohio Driver's License. Must have no points. Must be 21 years of age. Some customer service experience required. May be required to obtain CDL along with Air Brake and Passenger Endorsement.

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

