Position Title: SPECIAL SERVICE BUS OPERATOR
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 areas.

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

Wage: Starts at $15.03 per hour for training.

Reporting Relationships:
Responsible to the Director of Operations, but will routinely take written and verbal instructions from road supervisors and/or dispatchers.

Job Essential Functions:
- 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 in a timely, safe, and efficient manner.
- Must complete pre-trip inspections to ensure safe condition of coach.
- Must complete incident/accident reports as the need arises.

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
Walking – Frequently
Sitting - Frequently
Lifting - Occasionally
Carrying - Occasionally
Pushing - Occasionally
Pulling - Occasionally
Climbing - Frequently
Kneeling - Occasionally
Reaching – Frequently

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

Qualifications:
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.

TO BE CONSIDERED FOR THIS POSITION, PLEASE SUBMIT AN APPLICATION IN AN ENVELOPE MARKED “SPECIAL SERVICE BUS OPERATOR” TO THE HUMAN RESOURCES DEPARTMENT NO LATER THAN February 12, 2016

METRO RTA  
Human Resources  
“SPECIAL SERVICE BUS OPERATOR”  
416 Kenmore Blvd.  
Akron, OH  44301

POSTED: January 29, 2016  
This posting will be removed on February 12, 2016