



## **Shuttle Bus Operator Job Description**

(Starting Wage **\$14.50/HR** + depending upon Qualifications and Experience)

### **Purpose:**

Under general supervision, safely transports passengers inside and outside the city limits to Activity Centers, appointments, and special events, including both one-day field trips and overnight out of town trips.

### **Duties, Functions and Responsibilities:**

- EXCELLENT CUSTOMER SERVICE is key to this position. Willingness to ALWAYS provide the highest level of customer service and interaction is a requirement of this position.

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned:

- Conducts pre-and post-inspection of vehicles, performs minor maintenance and reports and schedules vehicle maintenance as needed and maintains vehicle records.
- Maintains vehicle records.
- Drives passenger vehicles to transport individuals with potentially diverse backgrounds and physical abilities to and from South Terminal to South Terminal Parking lot(s).
- Assists passengers including people with special needs safely into or out of the vehicle.
- Performs routine administrative tasks such as copying, transporting mail, filling out forms, and preparing reports.
- Picks up vehicle parts, returns parts for credit and takes parts back to the vendor.
- Provides briefings and answers customer questions about services provided.
- Adheres to safety guidelines, laws, and regulations regarding operation of assigned vehicles.
- Transports vehicles to and from vendor locations, refuels vehicles and assists service center with cleaning up the shop for a fleet operations.
- Assists customers with flat tires, dead batteries, locked keys, etc. Coordinates with service/repair companies as directed.
- Identifies and reports suspicious persons and/or special needs requests to OPSEC.
- Performs other duties as requested.

### **Responsibilities - Supervisor and/or Leadership Exercised:**

- Ability to work as a team.

### **Knowledge, Skills, and Abilities:**

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- Knowledge of routine vehicle maintenance.
- Knowledge of safety practices and procedures.
- Knowledge of Federal, State and Local laws.
- Knowledge of city practice, policy and ordinances.
- Skill in oral and written communication.
- Ability to perform routine administrative tasks.

- Ability to work with frequent interruptions and changes in priorities.
- Ability to establish and maintain good working relationships with other city employees and the public.

#### Physical Demands:

- Climbing. Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.
- Balancing. Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- Stooping. Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Kneeling. Bending legs at knee to come to a rest on knee or knees.
- Crouching. Bending the body downward and forward by bending leg and spine.
- Crawling. Moving about on hands and knees or hands and feet.
- Reaching. Extending hand(s) and arm(s) in any direction.
- Standing. Particularly for sustained periods of time.
- Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Pulling. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping. Applying pressure to an object with the fingers and palm.
- Feeling. Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- **Heavy work. Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.**
- The worker is required to have visual acuity to operate motor vehicles and/or heavy equipment.

#### Working Conditions:

- The worker is subject to environmental conditions. Protection from weather conditions but not necessarily from temperature changes.
- The worker is subject to outside environmental conditions. No effective protection from the weather.
- The worker is subject to both environmental conditions. Activities occur inside and outside.
- The worker is subject to extreme cold. Temperatures typically below 32 for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.
- The worker is subject to extreme heat. Temperatures above 100 for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.
- The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above ambient noise level.
- The worker is subject to vibration. Exposure to oscillating movements of the extremities or whole body.
- The worker is subject to hazards. Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.
- The worker is subject to atmospheric conditions. One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dust, mists, gases, or poor ventilation.
- The worker is required to function in narrow aisles or passageways.

**Minimum Qualifications:**

- Graduation from High School or equivalent plus one (1) year of work experience, six (6) months of which were spent operating vehicles to transport passengers, or equipment.
- Combination of equivalent Experience and Education may substitute for the minimum qualifications.
- Must be able to pass a criminal background check and obtain and maintain federally mandated security clearances required to work at an airport.
- Subject to pre-employment and random drug and alcohol screening.

**Licenses and Certifications Required:**

- Current Texas Commercial Motor Vehicle Operator License appropriate for vehicle(s) operated.

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Employee Name (printed): \_\_\_\_\_

Employee Acknowledgement: \_\_\_\_\_

(Employee Signature)

Agreed Employee Salary/Wage: \_\_\_\_\_

(Employee Signature)

Date: \_\_\_\_\_