



JOB POSTING

Job Title: Summer Trolley & Bus Operator

Department: Operations

HARBOR TRANSIT

Empowered to serve our customers with professionalism, compassion, understanding, and a willingness to help.

Harbor Transit has been in operation for over 40 years. It has grown from a small “Dial-A-Ride” service into a public transit authority that serves the communities of Grand Haven, Grand Haven Charter Township, Ferrysburg, the Village of Spring Lake, and Spring Lake Township. It covers a service area of 55 square miles and transports over 250,000 riders a year.

Harbor Transit provides daily transportation service to hundreds of riders going to work, school, medical appointments, and other needed destinations. Its fleet is made up of 28 wheelchair accessible service vehicles and two trolleys. Most of the buses and vans have a low floor and ramp so boarding for those with a wheelchair or walker can be done easily and safely.

We are looking for someone who shares our same values of serving staff and customers with professionalism, compassion, understanding, and a willingness to help. The Bus Operators job duties include transporting tri-cities residents and visitors safely to their destinations via our busses or trolleys and completing daily vehicle inspections. As a Bus Operator, YOU are the face of Harbor Transit, and for that reason, our Bus Operators MUST be safety orientated and provide a high level of internal and external customer service to our customers and staff.

A Day in the Life:

- Operates a transit bus and/or trolley (both standard and lift-equipped) providing safe and courteous door-to-door transportation for all customers within the assigned area of responsibility.
- Provides friendly, courteous, and helpful communication when interacting with passengers and the general public.
- Makes daily inspections of the transit bus for such items as scratches, dents, burned-out lamps, low tire pressure, excessive tire wear, and fluid levels, and performs general cleaning. Prepares pre- and post-trip inspections and maintains related logs.
- Accepts dispatched calls from customers and for service within the service area on an electronic communication system, in addition to completing scheduled routes.
- Assists special needs passengers in boarding and departing the bus via the lift ramp.

- Refuels the transit bus when needed and/or at the end of each shift. Sweeps bus and ensures it is clean and tidy for the next shift.

What You Will Need:

- A high school diploma or equivalent is required.
- Previous experience as public transportation driver is preferred, but not required.
- Thorough knowledge of traffic laws, ordinances, and practices involved with safe vehicle operation.
- Thorough knowledge of streets, geography, and important locations within the service area
Ability to obtain and maintain a Federal Department of Transportation (DOT) Medical Certification Card.
- Ability to follow the FTA Drug and Alcohol Program, as part of a safety sensitive position.
- State of Michigan Commercial Driver's License (CDL) with the ability to obtain the appropriate endorsement(s), a satisfactory driving record, and the ability to maintain one throughout employment is required.

What We Offer:

- Up to 40 hours a week of work, with an hourly pay of \$17 per hour.
- Seasonal employment from Memorial Day week to Labor Day week.
- Employee Assistance Program (EAP) for you and your family.

When you become a Harbor Transit employee, you do more than simply change jobs. You become part of the Harbor Transit family, a group of talented individuals who provide superior customer service to their residents and visitors, love their jobs, embrace change, and celebrate the community.

How to Apply:

- View the full job description online at: www.harbortransit.org
- Send a cover letter and resume to sborg@harbortransit.org
- Any questions can be directed to Scott Borg, Transportation Director, at 616.842-3220, ext. 5
- Application deadline: open until filled

Harbor Transit is committed to Equal Employment Opportunity and to attracting and retaining the most qualified employees regardless of race, national origin, religion, sexual orientation, gender, age or disability.



Job Description

Position: **OPERATOR SEASONAL POSITION**
Department: Operations
Reports To: Operations Supervisor
Status: Seasonal, Full-Time, Non-Exempt Non Benefit
Pay Grade:
Revision: 02/22

SUMMARY:

Under the direct supervision of the Operations Supervisor, accepts dispatched requests for service and safely transports passengers within the designated service area. Collects fares from passengers, make daily inspections of the vehicle, completes related work logs, and completes other assigned or related tasks.

ESSENTIAL FUNCTIONS:

- Operates a transit bus and/or trolley (both standard and lift-equipped) providing safe and courteous door-to-door transportation for all customers within the assigned area of responsibility. Formulates safe and efficient route plans and complies with all traffic and driving codes.
- Provides friendly, courteous, and helpful communication when interacting with passengers and the general public.
- Makes daily inspections of the transit bus for such items as scratches, dents, burned-out lamps, low tire pressure, excessive tire wear, and fluid levels, and performs general cleaning. Prepares pre- and post-trip inspections and maintains related logs.
- Accepts dispatched calls from customers and for service within the service area on an electronic communication system, in addition to completing scheduled routes.
- Collects fares from passengers and delivers ticket sale to the Dispatcher. Bags money from vault and drops in safe.
- Assists special needs passengers in boarding and departing the bus via the lift ramp.
- Refuels the transit bus when needed and/or at the end of each shift. Sweeps bus and ensures it is clean and tidy for the next shift.
- Reports accidents or incidents to the Operations Manager and follows established policies, procedures, and guidelines in emergency situations.
- Reports vehicle or equipment repair and maintenance needs to the mechanic in a timely fashion to avoid schedule delays.
- Completes operational logs as needed.

- Responds to inquiries and addresses general situations independently and coordinates complex issues with the dispatchers or Operations Manager as appropriate.
- Other duties as assigned.

EDUCATION, EXPERIENCE AND TRAINING:

- A high school diploma or equivalent is required.
- Previous experience as public transportation driver is preferred.
- Successful completion of the Harbor Transit Driver Training program.
- Ability to obtain and maintain a Federal Department of Transportation (DOT) Medical Certification Card.
- State of Michigan Commercial Driver's License (CDL) with the ability to obtain the appropriate endorsement(s), a satisfactory driving record, and the ability to maintain one throughout employment is required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of traffic laws, ordinances, and practices involved with safe vehicle operation.
- Thorough knowledge of streets, geography, and important locations within the service area.
- Knowledge of the policies and procedures of the Harbor Transit and transportation systems.
- Excellent customer service skills, including responding diplomatically to customer complaints.
- Skill in counting money and recording transactions with speed and accuracy.
- Skill in maintaining detailed and organized records and generating related reports.
- Ability to operate support equipment including a lift ramp, gas pump, and electronic devices.
- Ability to communicate effectively and present ideas and concepts orally and in writing.
- Ability to work effectively and productively with frequent interruptions and distraction.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, Harbor Transit officials, professional contacts, community leaders, the media, and the public.
- Ability to provide positive customer service according to Harbor Transit standards and policies.
- Ability to multi-task and work effectively under stress within deadlines and changes in work priorities.

PHYSICAL AND MENTAL DEMANDS:

- Lift, push, and pull heavy weight, kneel, bend and twist and use considerable upper body strength to secure passengers in wheelchairs.
- Moving wheelchairs and/or mobility units and utilizing associated tie down systems involves physical exertion and considerable strength.
- Hearing, seeing, speaking.
- Reading, reasoning, problem solving.
- Communicating verbally and in writing to other employees and supervisors.

- Frequent interruptions.
- Contact with residents and visitors.

WORK ENVIRONMENT:

This position regularly operates a public transit bus in all types of weather conditions. This position also regularly encounters stress associated with driving large passenger and mass transit vehicles in very severe and dangerous weather conditions. Additionally, the employee may occasionally work in or around a maintenance garage. The employee is occasionally exposed to moving mechanical parts, fumes or airborne particles and adverse weather conditions. The noise level in the work environment is usually moderate.

Acknowledgment:

The primary purpose of this job description is to aid in establishing this specific job classification. The list is not all inclusive of the total scope of duties that may be necessary to be performed in relation to this position. The qualifications listed are guidelines. Alternative qualifications may be substituted if sufficient to perform the duties.

I acknowledge that I have received a copy of this job description.

Employee Printed Name

Date

Employee Signature