



## HIRING BUS OPERATORS (CDL Required)

Starting Salary: \$25.49 Per Hour

\$5,000 Sign-On Bonus (Rules Apply)

Role Title	Bus Operator Fixed Route
Location	Framingham, MA
Starting Salary	\$25.49 Per Hour

Role purpose:	Our Bus Operators serve as true ambassadors being the daily face representing Keolis, ensuring our riders are being delivered safely, courteously, and provide on-time service.
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### **Knowledge and Experience:**

- Must be minimum 21 years of age
- 5 years verifiable valid Driver's license
- Valid Massachusetts CDL Class C or Higher with Airbrakes and Passenger Endorsements
- Must have clean driving record – DMV printout required for the last 10 years
- Must have stable work history
- CPR, AED and First Aid Certification (Provided by the Company)

### **Skills:**

- Excellent customer service skills
- Positive attitude and enjoy working with the general public
- Adaptive decisions making skills handling unexpected situations
- Excellent communication skills
- Able to follow directions
- Consistently showing up on time and being dependable
- Ability to obtain a CDL Class B with Passenger and Airbrakes Endorsement
- Ability to work in an ever changing environment
- Patience and Understanding: Providing compassionate service to passengers with special needs

### **Key Accountabilities:**

#### **Customer Service**

- Ensure customers feel welcome
- Effectively communicate with passengers especially in the event of service disruptions
- Provide passengers with assistance as needed
- Accommodate passengers with information such as schedule, guidance, ect.

#### **Safety**

- Practice defensive driving, anticipating potential hazards and reacting appropriately to avoid accidents
- Ensure safe on-road operations while maintaining on-time performance
- Familiarity with assigned routing and detours to include inclement weather
- Awareness of ADA Policies and Procedures to ensure compliance
- Proper operation of all wheelchair lifts to include manual operation, for each bus model
- Report immediately to dispatch any vehicular accident or passenger incident and follow the incident and accident reporting procedures
- Assist and help passengers with mobility devices, such as wheelchairs or walkers
- Assisting passengers with boarding and properly securing wheelchairs

### **Operations**

- Collect the prescribed fare media and notify dispatch of any type of fare evasion or fraud
- Perform pre and post trip inspections and enter all defects on to the DVIR forms
- Follow exact deadhead routing and their assigned revenue service routes
- Depart the start of each route exactly on-time and never operate ahead of schedule
- Perform other duties as assigned

### **Work Environment:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Frequently works inside and outside vehicle and might get exposed to extreme, hot and/or cold, weather
- May sit for over 8 hours per day, may operate a vehicle for over 8 hours per day
- May twist, squat, bend, push, lift, pull, and climb stairs while performing duties
- May be exposed to fumes
- May walk on uneven surfaces, while assisting passengers

### **Additional Statements:**

- **Drug and alcohol screening:** Employment contingent upon passing pre-employment drug and alcohol screen. Also, contingent upon receiving a favorable background check. Must pass a physical examination.
- **Safety commitment:** Safety is a way of life at Keolis. By placing safety first, we ensure the wellbeing of our employees, customers, and communities. Together we can become the most successful transportation company in the world.
- **Environmental commitment:** Keolis is committed to protecting the environment by minimizing the impact of operations to our people and the communities in which we operate.
- **EEO statement:** Our policy is to afford Equal Employment Opportunity to qualified individuals regardless of their race, color, sex, religion, age, creed, marital status, national origin, ancestry, physical or mental disability, sexual orientation, or gender identification. We maintain a drug-free workplace and perform pre-employment substance abuse testing.
- **Disclaimer and closing statement:** The above statements are intended to describe the general nature and level of work performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this job. Keolis is committed to offering our employees competitive compensation and benefits, opportunities for development and growth throughout an exciting and rewarding career, and the safest work environment possible