



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY POSITION DESCRIPTION

Job Title: **BUS OPERATOR** Job Code: **6500**  
Department: **BUS/BTRA** Grade: **L689-109** FLSA: **NON-EXEMPT**  
Represented ☒ Non-Represented ☐ Safety Sensitive ☒

Approval Signatures	Date
HRTA	
DEPT	
LABR	
HRCB	

**REPORTS TO:** Manager, Bus Service Operations

### **SUMMARY**

The Bus Operator is responsible for delivering safe and timely public transportation service through the safe operation of the Washington Metropolitan Area Transit Authority (WMATA) commercial passenger buses on scheduled routes, while providing courteous and professional customer service to passengers. The employee adheres to all safety and traffic rules, regulations, policies, and procedures to ensure the well-being of all WMATA customers, employees, general public, and self. Responsibilities include but are not limited to, maintaining designated route schedules; assisting passengers; reporting situations involving disruptive passengers; employing defensive driving techniques; inspecting buses; completing reports; maintaining professionalism while under stress; monitoring fare collection; inspecting passes; and providing special assistance to disabled passengers. This is a safety sensitive position subject to the rules and regulations of WMATA's Drug and Alcohol Policy.

### **ESSENTIAL FUNCTIONS**

- Safely operates and navigates the commercial passenger bus through traffic along assigned routes, under various environmental conditions, and in accordance with traffic laws and departmental regulations.
- Monitors fare collection from passengers, checks passenger electronic payment passes, and electronic passes to ensure they are valid.
- Communicates with customers, providing schedule, route, and fare information if the automated annunciator is inoperable or if a customer enquires directly.
- Prepares and submits accident and incident reports in accordance with established guidelines.
- Operates wheelchair lifts, ramps, and secures mobility devices to accommodate the elderly and passengers with disabilities, in accordance with the Americans with Disabilities



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Act (ADA).

- Properly uses the bus radio system by logging on to the Automated Vehicle Locator to communicate with the Bus Operations Communication Center (BOCC).
- Contacts BOCC regarding various emergencies such as medical emergencies, vehicle malfunctions, vehicle evacuations etc. and/or circumstances that may affect service such as heavy traffic, road hazards, road obstructions etc.
- Conducts routine post and pre – operational inspections of the assigned bus to document mechanical issues or vehicle damage.

**The essential duties listed are not intended to limit specific duties and responsibilities of any particular position. Nor is it intended to limit in any way the right of managers and supervisors to assign, direct and control the work of employees under their supervision.**

### **BUDGETARY RESPONSIBILITY**

This job does not have budgetary responsibilities		<input checked="" type="checkbox"/>	
This job has responsible for authorizing payments, purchases, check requests, reconciling the ledger for the department or other such activities.		<input type="checkbox"/>	
This job has direct responsibility for project or department budgets.		<input type="checkbox"/>	
This job's budgetary responsibility pertains to:		The range that best describes the overall dollar amount for which this job has budgetary authority is:	
A Single Project	<input type="checkbox"/>	Less than \$500,000	<input type="checkbox"/>
Multiple Projects	<input type="checkbox"/>	Between \$500,000 and \$1M	<input type="checkbox"/>
A Single Department	<input type="checkbox"/>	Between \$1M and \$5M	<input type="checkbox"/>
Multiple Departments	<input type="checkbox"/>	Greater than \$5M	<input type="checkbox"/>

### **SUPERVISION**

<b>Supervisory Responsibilities:</b>	
<b>NOTE:</b> This refers to supervision of other WMATA employees. Check only one box.	
<input checked="" type="checkbox"/>	Not responsible for supervising others.
<input type="checkbox"/>	Guides work of others who perform essentially the same work. May organize, set priorities, schedule and review work, but has no responsibility to hire, terminate, review performance or make pay decisions.
<input type="checkbox"/>	Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity. May offer recommendations for hiring, termination and pay adjustments, but does not have responsibility for making these decisions.
<input type="checkbox"/>	Supervises work of others, including planning, assigning, scheduling and



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reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.
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### **KNOWLEDGE**

- Knowledge of the policies, procedures, rules, and regulations of the Authority.
- Knowledge of relevant state, local, and federal regulations.
- Knowledge of bus routes and schedules.
- Knowledge of standard security procedures, practices, and equipment.
- Knowledge of vehicle safety evaluation procedures.
- Knowledge of and ability to apply standard defensive driving techniques

### **SKILLS**

- Skill in operating a passenger commercial vehicle.
- Skill in watching gauges, dials or other indicators to make sure a vehicle is working properly.
- Skill in providing customer and personal service.
- Basic computer skills.

### **ABILITIES**

- Ability to listen to and understand information and ideas presented and respond to them accordingly.
- Ability to identify if something is wrong or is likely to go wrong.
- Ability to concentrate on a task without getting distracted.
- Ability to communicate orally in a clear fashion that is understandable to the listener.
- Ability to read and understand information and ideas presented in writing.
- Ability to remember information such as words, numbers, pictures and procedures.
- Ability to be fully attentive to what other people are saying, taking time to understand the points being made, asking questions as appropriate.



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- Ability to accept criticism and deal calmly and effectively with high stress situations.
- Ability to communicate effectively, both orally and in writing.
- Ability to read and understand maps and time tables, which includes determining directions and following a mapped-out route.
- Ability to use prudent judgement and common sense in making quick, safe decisions with minimal supervision, while adapting to constantly changing operating environments.
- Ability to work and maintain professional composure while under stress and pressure.
- Ability to work unusual hours, split shifts, weekends, holidays, and overtime as required.
- Ability to pass the medical assessment related to the physical requirements of the essential functions of the job with or without reasonable accommodations.

### **MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE REQUIRED: (Please list)**

- GFI Fare Box
- Wheelchair Lift
- GFI Radio

### **MINIMUM QUALIFICATIONS**

#### **Education**

- Graduation from high school or possession of a high school equivalency certificate (GED)
- Successful completion of the Bus Operator Training Program.

#### **Experience**

- A minimum of 2 years of Customer Service experience
- Must be at least age 21
- Traffic record must reflect no more than two (2) negative points, no more than one (1) moving violation and no suspension or revocation due to moving violations within the last three (3) years



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### **Certification/Licensure**

- Licensed driver for a minimum of 4 years
- Commercial Driver Learner's Permit required to participate in Bus Operator Training Program
- CDL Permit required to Operate

### **Preferred**

- Preferred Commercial Driver's License (CDL)



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### PHYSICAL REQUIREMENTS and WORKING CONDITIONS

#### Physical Requirements and Working Conditions

PRIMARY WORK LOCATION:			
Office Environment	<input type="checkbox"/>	Vehicle	<input checked="" type="checkbox"/>
Warehouse	<input type="checkbox"/>	Train	<input type="checkbox"/>
Close quarters	<input type="checkbox"/>	Outdoors	<input type="checkbox"/>

VISUAL ACUITY: Includes the color, depth perception, and field of vision. (Please check only ONE box)	
Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines; using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.	<input type="checkbox"/>
Required to have visual acuity to perform an activity such as: operating machines such as lathes, drill presses, power saws and mills where the seeing job is at or within an arm's reach; performing mechanical or skilled trades tasks of a non-repetitive nature such as ones by carpenters, technicians, service people, plumbers, painters and mechanics.	<input type="checkbox"/>
Required to have visual acuity to operate motor vehicles or heavy equipment.	<input checked="" type="checkbox"/>
Required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (e.g. custodial, food services, general labor, etc.) or to make general observations of facilities or structures (e.g. security guard, inspector, etc.)	<input type="checkbox"/>

OVERALL PHYSICAL STRENGTH DEMANDS: The overall physical requirements of the job. (Please check only ONE box)				
<b>Sedentary</b> Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	<b>Light</b> Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	<b>Medium</b> Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	<b>Heavy</b> Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	<b>Very Heavy</b> Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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<b>PHYSICAL ACTIVITY : The physical activity of the job (Indicate frequency for all that apply)</b>		
<b>C</b> <b>Continuously</b> Two-thirds (2/3) or more of the time.	<b>F</b> <b>Frequently</b> From one-third (1/3) to two-thirds (2/3) of the time.	<b>O</b> <b>Occasionally</b> Up to one-third (1/3) if the time.
<b>R</b> <b>Rarely</b> Less than one (1) hour per week.	<b>N</b> <b>Never</b> Never occurs.	
<b>Physical Activity</b>	<b>Frequency</b>	<b>Description</b>
Standing	<b>O</b>	Remaining upright on the feet, particularly for sustained periods of time.
Sitting	<b>F</b>	A continuous period of being seated, especially when engaged in a particular activity.
Walking	<b>O</b>	Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
Lifting	<b>R</b>	Raising objects from a lower to a higher position or moving objects horizontally from position to position. Requires the substantial use of the upper extremities and back muscles.
Stooping	<b>R</b>	Bending body downward and forward by bending the spine at the waist.
Pushing/Pulling	<b>O</b>	Using upper extremities to press against something with steady force to thrust forward, downward or outward OR to draw, drag, haul or tug objects in a sustained motion.
Reaching	<b>F</b>	Extending hand(s) and arm(s) in any direction.
Repetitive Motions	<b>F</b>	Making substantial movements (motions) of the wrists, hands, and/or fingers.
Fine Dexterity	<b>R</b>	Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.
Kneeling	<b>R</b>	Bending legs at knee to come to a rest on knee or knees.
Crouching	<b>R</b>	Bending the body downward and forward by bending leg and spine.
Crawling	<b>N</b>	Moving about on hands and knees or hands and feet.
Grasping	<b>F</b>	Applying pressure to an object with fingers and palm.
Balancing	<b>F</b>	Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces.
Hearing	<b>C</b>	Perceiving the nature of sounds at normal speaking levels and having the ability to receive detailed information through oral communication, and making fine discriminations in sound.
Talking	<b>O</b>	Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.
Climbing	<b>F</b>	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
Feeling		Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.



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<b>NON-PHYSICAL ACTIVITY: (Indicate frequency for all that apply)</b>				
<b>C</b> <b>Continuously</b>  Two-thirds (2/3) or more of the time.	<b>F</b> <b>Frequently</b>  From one-third (1/3) to two-thirds (2/3) of the time.	<b>O</b> <b>Occasionally</b>  Up to one-third (1/3) of the time.	<b>R</b> <b>Rarely</b>  Less than one (1) hour per week.	<b>N</b> <b>Never</b>  Never occurs.
<b>Description of Non-Physical Activities</b>				<b>Frequency</b>
Time pressure				<b>C</b>
Emergency situation(s)				<b>O</b>
Frequent change of tasks				<b>R</b>
Irregular work schedule / overtime				<b>C</b>
Performing multiple tasks simultaneously				<b>C</b>
Working closely with others as part of a team				<b>R</b>
Tedious or exacting work				<b>R</b>
Noisy / Distracting work environment				<b>C</b>
Other (Specify)				

<b>ENVIRONMENTAL FACTORS: The conditions the incumbent will be subject to in the job. (Indicate frequency for all that apply)</b>				
<b>C</b> <b>Continuously</b>  Two-thirds (2/3) or more of the time.	<b>F</b> <b>Frequently</b>  From one-third (1/3) to two-thirds (2/3) of the time.	<b>O</b> <b>Occasionally</b>  Up to one-third (1/3) if the time.	<b>R</b> <b>Rarely</b>  Less than one (1) hour per week.	<b>N</b> <b>Never</b>  Never occurs.
<b>Description of Environmental Factors</b>				<b>Frequency</b>
Mechanical Hazards				<b>O</b>
Chemical Hazards				<b>R</b>
Electrical Hazards				<b>N</b>
Fire Hazards				<b>N</b>
Respiratory Hazards				<b>R</b>
Extreme Temperatures				<b>O</b>
Noise/Vibration				<b>F</b>
Wetness/Humidity				<b>O</b>
Exposure to infectious diseases				<b>R</b>

<b>MEDICAL GROUP: (Only check if a medical exam is <u>required</u> for the job)</b>
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Satisfactorily complete the medical examination for this job, if required.  
Incumbent must be able to perform the essential functions of the job with or without reasonable accommodation(s).



### **PROTECTIVE EQUIPMENT REQUIRED: (Please list)**

- None

Employee Signature		
Name (Printed)	Signature	Date