

Position Description

Position Title	Driver
Employment Status	Casual
Salary Package	Dependent on qualifications and experience
Program/Service Area	Operations
Location	Burpengary
Positions reporting to	Operations Manager
Effective Date	March 2016
Probationary Period	n/a
Position Role hours	Casual as required

POSITION OBJECTIVE:

A bus driver is responsible for driving a passenger carrying vehicle (PCV) providing good customer service and a safe and comfortable journey throughout the network of bus services.

RESPONSIBILITIES:

Bus drivers must be attentive to traffic and weather conditions while staying on schedule and ensuring the safety of passengers. Drivers are also responsible for maintaining a safe environment within the bus by enforcing rules of conduct and responding to emergencies. Bus drivers drive a multitude of vehicles including urban (low-floor) buses, charter buses and school buses, all of which comes with their own responsibilities.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles, practices and methods of bus transportation.
- Rules and regulations applicable to the operation of scheduled services and transporting passengers (including students) and methods of scheduling and dispatching a transportation fleet. e.g. Student Code of Conduct, Passenger Rights & Obligations.
- KBL/Translink school and urban networks.

Ability to:

- Drive a variety of bus types.
- Use good judgment.
- Understand, interpret and apply rules and written directions.
- Ability to read, comprehend and understand a map.
- Ability to read, understand, and interpret bus transport system operating rules, regulations and policies.
- Ability to interact professionally with internal and external customers on all levels and be able to work well with diverse groups.

SKILLS:



- Excellent communication skills, through:
- Clear speech and demeanour,
- Respectful communications with drivers and workshop staff, and
- Strong written and oral communication skills.
- Excellent verbal, interpersonal, judgment and problem solving abilities

PERSONAL QUALITIES

Must have a pleasing personality and ability to get along with adults. Ability to deal effectively with a wide variety of personalities in situation requiring diplomacy, friendliness, confidentiality, poise, tact and good judgment.

PHYSICAL ABILITIES/REQUIREMENTS

- Ability to stand, walk, reach, stoop, bend and kneel.
- Ability to lift and carry 20 kilograms.
- Good physical condition as determined by pre and post-employment inquires and health report.
- Must be able to pass pre-employment and random drug testing.
- Must be able to work shifts or flexible work schedules as needed.

LICENSES/QUALIFICATIONS

Valid Queensland Driver's Licence (minimum MR) with a current Queensland Driver's Authority.

KEY RESPONSIBILITY AREAS

1	SAFETY	<p>Ensure safety of self, passengers and colleagues by:</p> <ul style="list-style-type: none"> • ensuring that speed limits are observed within bus depots and bus stations • performing a pre-departure inspection on the vehicle prior to commencing service • complying with the laws and company regulations regarding the use of mobile phones, smoking in company vehicles. • being responsible for the health, safety, security, welfare, environmental and fire safety arrangements for yourself, customers and colleagues. This includes attendance at safety briefings and training as required. • ensuring all safety accidents/incidents are reported using the company's reporting procedure. • ensuring a full understanding of emergency and evacuation plans. • ensuring your drivers area is kept in a safe and tidy condition at all times. • ensuring compliance with the rules governing driving hours and rest periods i.a.w NVHR.
2	CUSTOMER	<p>Provide quality customer service by:</p> <ul style="list-style-type: none"> • providing a high standard of customer service at all times • giving customers on the bus any information that may help them during their journey. e.g. telling customers the best stop for their destination • always behaving in a friendly and professional way when dealing with customers and colleagues • recognising and assisting with the additional needs of children and vulnerable adults, the elderly, infirm or disabled • ensuring customers use their GoCard or pay a cash fare for their journey. • collecting cash for payment of fares and making sure customers get the correct change (where applicable)

3	BUSINESS	<p>Ensuring business policies are adhered to by:</p> <ul style="list-style-type: none"> • driving the Company's vehicles in a safe, legal and professional way • driving to the set timetable, not running early or late, when it is safe to do so • accurately using the ticket machine • keeping cash secure and safe within the vehicle at all times • ensuring all cash is accurately paid into the appropriate location and in accordance with the Company procedures • displaying the correct destination on the vehicle's destination display(s) at all times • keeping up to date with road closures, diversions or special events which may affect bus services. This is done by reading notices, attending briefings. • keeping up to date with any changes to condition of travel, ticket types, fares or promotions by reading notices, briefings or ticketing advices.
4	DRIVERS LICENCE	<p>Complying with the State licencing laws by:</p> <ul style="list-style-type: none"> • ensuring that a valid driving licence is held at all times and is available for inspection by a member on staff of KBL. • A driver must ensure that: • their licence is in date and valid for the vehicle type • their licence has the required medical renewals up to date • their Driver Authority qualifications are up to date • any change to the licence which may affect their entitlement to drive is communicated to the Operations Manager (e.g. Sickness, injury or conviction). • their licence is made available for inspection in every 6 month period
5	REPORTING	<p>Ensuring service continuity by:</p> <ul style="list-style-type: none"> • To report all safety, security, driving and customer service incidents to the Operations Manager as soon as possible • To report all incidents on the road, likely to affect bus services, to Operations Room as soon as it is safe to do so. Examples would be road closures, accidents, emergencies and road repairs

6	REPORTING FOR WORK	Being ready for your shift by: <ul style="list-style-type: none">• reporting for work at the correct time and location with the correct equipment• ensuring that a clean company uniform is correctly worn at all times when on duty• not to reporting for work when overtired or under the influence of alcohol or drugs (see Company policy for further details)• ensuring that the relevant notification procedures are followed in the event of absence from work• Other duties as required.
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