



JOB SPECIFICATION
COACH OPERATOR

Code 14420
Grade GS 48

General Purpose

Under general supervision, operate passenger coach over specified or demand responsive routes to transport people to and from their destination in a safe, courteous and timely manner.

Typical Duties:

Operate passenger coach over specified or demand response routes on an assigned shift. Involves: Pre-inspect coach to detect and report safety or maintenance problems, install and check fare box and observe time schedules along assigned route. On demand response routes, review daily schedule to verify location of all stops. Pick-up and discharge passengers at scheduled stops, ensure receipt of proper fare, accept or issue passenger transfers, complete required paperwork including passenger or transfer counts. Physically assist passengers in boarding and exiting, load and unload scooters or wheelchairs onto lift as necessary, and secure passenger apparatus before moving vehicle. On airport shuttle routes, load and unload baggage as needed.

Perform related duties as necessary. Involves: Answer passenger questions and furnish accurate information, deal appropriately with disorderly or unruly passengers, report mechanical defects, accidents, road hazards, personal or passenger injuries to supervisors, operate two-way radio, maintain coach cleanliness and observe safe operating practices at all times. Operate wheelchair lift as needed.



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Knowledge, Skills, and Abilities

- Application of good knowledge of transit coach operations, traffic laws and occupational hazards and safety practices applicable to passenger transportation.
- Application of good knowledge of departmental policies, including accessibility compliance and City geography.
- Application of good knowledge of customer service and public relations practices and procedures.
- Perform basic math, follow verbal and written instructions, read and follow schedules.
- Understand and respond with sensitivity to the transportation needs and physical/mental conditions of disabled passengers.
- Establish and maintain effective working relationships with supervisors, coworkers and the general public.
- Communicate effectively and politely.
- Observe safe working practices at all times to ensure both operator and passenger safety.

Other Job Characteristics

- Subject to callback and working flexible hours including weekends, holidays and mandatory overtime, as required.
- Exposure to extreme weather conditions, occasional exposure to infectious disease.
- May lift heavy baggage (over 50 pounds).
- Occasional heavy exertion to assist passenger in boarding, or in bending and reaching to secure luggage or passengers, pushing or pulling self-propelled wheelchairs (up to 500 pounds) in non-motorized mode.
- Incumbents of this position must be insurable.
- Some positions must pass a criminal background check and obtain and maintain federally mandated security clearance for working at an airport.

Minimum Qualifications

Education and Experience: Completion of tenth grade and two (2) years experience in the operation of medium commercial vehicles or passenger buses, or completion of a City of El Paso coach operator training program. Must be twenty-one (21) years of age at time of application. Must pass background investigation and successfully complete periodic physical examinations as required by federal transportation regulations.

Licenses and Certificates: Texas Class "B" Commercial Driver's License with passenger endorsement or equivalent from another state required a time of appointment.

Special Requirements: Positions requiring a CDL or positions of a safety sensitive nature are subject to drug and alcohol testing in accordance with federal regulations.