

BIDDEFORD SACO OLD ORCHARD BEACH TRANSIT
Job Description

Title: Trolley Operator

Reports to: Trolley Coordinator/Assistant Trolley Coordinator

Position Summary:

This position is responsible for safely and efficiently operating transit vehicles and ensuring timely transport of passengers. This involves picking up and discharging passengers at assigned stops providing assistance to passengers when necessary.

Duties and Responsibilities:

- Operate a trolley along an assigned route, following the approved schedule, in a safe, timely and courteous manner, picking up and discharging passengers at assigned stops and other safe locations along the route.
- Exhibit a positive, professional and collaborative attitude with all customers.
- Assist passengers with disabilities on and off of the vehicle, which may include pushing an individual in a wheelchair, assist in the application of safety straps once the passenger is in place and assisting a person who has difficulty walking.
- Collect fares from riders and maintains accurate records regarding ridership. Accurately record passenger boarding counts.
- Explain the transit program to riders, including schedule information, electronic fare system and cost.
- Observe all speed limits and traffic laws; practice defensive driving techniques.
- Contact Trolley Coordinator/Assistant Trolley Coordinator in the event of any problem that may significantly delay or change the schedule.
- Observe proper protocol during two-way radio communication.
- Immediately report any incidents or accidents occurring to the vehicle, or to any passengers.
- Conduct routine pre-and-post-trip safety inspections of the vehicle and complete a daily vehicle inspection report. Report any actual or anticipated mechanical issues to the appropriate supervisor as soon as possible.
- Maintain the assigned vehicle in a clean and safe manner at all times.

Position Qualifications:

- Must possess a valid driver's license and a safe driving record.
- CDL Class B license with passenger and air brake endorsements.
- Brake certification (for repair).
- Strong interpersonal skills.
- Must present a neat and clean appearance.

- Excellent time management skills.
- Ability to read, write and speak the English language fluently.
- Possess prior knowledge of the service area, or have the capacity to learn quickly.
- Must be able to pass the Federal DOT physical examination.

Physical Requirements:

- Ability to sit for a minimum of eight hours per day.
- Occasional standing, walking, crouching, kneeling, pulling and pushing.
- Motor coordination, finger and manual dexterity, eye, hand and foot coordination.
- Ability to remain mentally alert and maintain concentration for extended periods.
- Capacity to seize, hold, grasp, turn or otherwise work with hands to turn steering wheel and manipulate levers and controls.
- Capacity to use legs and torso to climb steps in bus, assist passengers when necessary and maintain body equilibrium to prevent falling when working on slippery surfaces in adverse weather conditions.
- Ability to push a minimum of fifty pounds and lift at least fifteen pounds.

Nothing in this position description restricts management's right to assign, or reassign, duties and responsibilities to this position at any time. Those holding this position must be capable of performing all duties and responsibilities, either unaided or with the assistance of a reasonable accommodation, as determined by management.