

Position Description

Position Title	Driver
Program/Service Area	Driving Team, Service Delivery
Location	Burpengary / Kunda Park
Positions reporting to	Service Delivery Manager
Effective Date	February 2022

POSITION OBJECTIVE:

Driving a passenger vehicle whilst providing good customer service and a safe and comfortable journey throughout the network of bus services.

RESPONSIBILITIES:

1. Passenger transport services driving safely and efficiently within given time frames.
2. Observe the road rules at all times and never breaching speed limits
3. Provide excellent respectful customer service at all times
4. Operate ticketing machines in accordance with TransLink requirements at all times
5. Maintaining accurate float counts with daily pay in accuracy (when applicable)
6. Observing Policy and Procedural requirements of the company.

PRE-REQUISITE CRITERIA

Experience:

- Minimum of 2 years' Heavy Vehicle driving (Preferred previous Bus/Coach experience preferred but not essential).
- Depending on candidate suitability (desire, dedication, and ability to succeed) and potential, and the availability of operational resources, training is provided to develop individuals to become Bus Drivers capable of working across Kangaroo Bus Lines' range of services.

Licensing requirements

- QLD Medium Rigid license or greater
- QLD Drivers Authority General Class issued by Transport Main Roads
- Demonstrate a good 5 year driving history

Functional Capacity

- Ability to stand, walk, reach, stoop, bend and kneel
- Good physical condition as determined by pre-employment medical assessments, including
- Ability to pass random drug & alcohol testing
- Ability to load and unload luggage and equipment
- Maintain functional physical health to comply with DA licencing and Kangaroo Bus Lines Fitness for Work Policy requirements.

Personal characteristics:

- You must possess good communication skills both written and verbal and an acceptable level of Language (English), Literacy and Numeracy
- An outstanding safety focus, including a commitment to your own fitness for duty.
- Experience delivering excellent customer service is a must. As is the desire to continue to provide a high level of customer service throughout your employment with KBL.
- Drive the Bus or Coach demonstrating sound driving skills at all times with safety as your primary motivator

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.
- Must be able to work shifts or flexible work schedules as needed

KEY RESPONSIBILITY AREAS

1	SAFETY	Ensure safety of self, passengers, and colleagues by: <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, for example, NVHR • Safe cleaning protocols are followed at all times.
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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 <i>go</i> card/pass or pay cash (where applicable) 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 (where applicable) • Ensuring all cash is accurately paid into the appropriate location and in accordance with the Company procedures (where applicable) • 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 • Ensuring that you vehicle is clean in line with cleaning protocols • Complete yard and other duties as required.
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:

		<ul style="list-style-type: none"> – 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 when requested by an Operations staff member
5	REPORTING	<p>Ensuring service continuity by:</p> <ul style="list-style-type: none"> • Reporting all safety, security, driving and customer service incidents to the Operations Manager as soon as possible • Reporting 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, traffic accidents, emergencies and road repairs
6	REPORTING FOR WORK	<p>Being ready for your shift by:</p> <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 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 or returning from an absence from work (eg leave) • Other duties as required.