

<b>Title:</b>	Bus and Coach Driver	<b>Status</b>	Casual/Part-time/Full-time
<b>Department:</b>	Service Delivery	<b>Location:</b>	Banyo

### Purpose

To safely and efficiently operate company buses and coaches in compliance with road safety legislation and Kangaroo Bus Lines (KBL) procedures, while consistently delivering exceptional customer service to our clients and passengers.

### Key Responsibilities and Duties (including other duties as required)

This job description outlines the expected duties and responsibilities of the role but is not exhaustive. Flexibility and a team-focused attitude are essential for adapting to the evolving needs of the business.

#### Driving Responsibilities

- Operate buses and coaches in a safe and professional manner, adhering to all traffic laws and company policies and in accordance with Transport Operations Act, regulations & standards
- Conduct pre-departure inspections on each vehicle prior to commencing service in accordance with KBL procedures and report defects or damage promptly as required.
- Review allocated routes for each charter to ensure, pick up and drop off locations are identified as appropriate for access and egress. Liaise with Sales or Service Delivery teams with any concerns to ensure an efficient and timely service is provided to the client or customer.
- Maintain the cleanliness and presentation of vehicles before and after each job.
- Have a full understanding and comply with driver fatigue management and logbook regulations under NHVR and KBL guidelines.
- Efficient driving with a focus on safe passenger transport, fuel efficiency and vehicle care
- Ensuring required signage is correctly displayed.
- Provide a commitment to continuous professional development within your role.
- Undertake any training (in person or online) as required and/or directed by KBL and annual online training is kept up to date.
- Maintaining a professional, clean and neat appearance at all times while undertaking services for Kangaroo Bus Lines and complying with KBL's uniform policy and standards for corporate charter work including but not limited to:
  - Ensuring facial piercings, other adornments or tattoos remain non-visible whilst on duty
  - Driver's polo shirt to be tucked in.
  - Business style trousers (Shorts and Cargo trousers are not acceptable).
  - Name badge worn at all times on right-hand side of shirt.
  - Full black leather or leather-like shoes.

#### Customer Service

- Build a positive relationship with clients and Kangaroo Bus Lines
- Always deliver exceptional customer service to all clients and customers.
- Load and unload of passenger luggage when required.
- Protect the privacy and confidentiality of passengers, particularly students.
- Remain contactable during charter services when this is required for the client, as liaised with the Charter and Sales Department
- Ensuring individual client requirements are adhered to including but not limited to:
  - No smoking is permitted while performing jobs for Grammar schools. This includes while on standby during the job and while in the vicinity of school grounds.

#### Safety

- Drive the bus or coach with proficient driving skills at all times with safety as your primary motivator.
- 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.

**Safety (cont.)**

- Ensuring all safety accidents/incidents are reported as soon as possible using KBL's reporting procedure.
- Ensuring a full understanding of emergency and evacuation plans
- Ensuring that speed limits are observed within bus depots and bus stations.
- Report for duty in a fit state (free from alcohol, drugs, or fatigue). Understanding and complying with KBL's policies and procedures for reporting fit to work.
- Complying with reporting requirements for heavy vehicle licence and driver's authorisation and reporting these changes to Department of Transport and Main Roads and the HR team or relevant Manager.

**Workplace Health and Safety**

- Taking responsibility and reasonable care for the health and safety of yourself and others within the workplace by:
  - Cooperating with all reasonable instructions given by KBL to ensure health and safety, including adherence to policies, safe work procedures and relevant aspects of the WHS Management System
  - Assisting KBL to accomplish its WHS objectives through participation in initiatives to achieve WHS performance indicators approved by management
  - Acting in good faith during consultation with KBL management about matters affecting their health and safety
  - Participating in WHS training and improvement programs as required
  - Reporting hazards, near misses, incidents and damage; and
  - Encouraging fellow employees to participate in and support WHS initiatives

**SKILLS AND EXPERIENCE****Skills and experience:**

- Excellent communication skills, both written and verbal and an acceptable level of language (English) literacy and numeracy
- An outstanding focus, including a commitment to your own fitness for duty.
- Attention to detail.
- Deliver customer service to all clients to the highest standard.
- Efficiency and accuracy with all paperwork
- Time Management Skills
- Prior experience in bus or coach driving

**Ability to:**

- Deal with student behaviours in a reasonable, calm and responsible manner.
- Drive a variety of bus and coach types.
- Use good and sound judgement.
- Understand, interpret and apply rules and written directions.
- Read, comprehend and understand a map.
- Road, understand and interpret bus transport system operating rules, regulations and policies.
- Interact professionally with internal and external customers on all levels and be able to work well with diverse groups.

**LICENSES/QUALIFICATIONS**

- Current Heavy Vehicle Licence (Minimum requirement Medium Rigid) Heavy Rigid preferred
- Current Queensland Driver Authorisation