



MOTOR CARRIER ATTACHMENT

Greyhound Professional Motorcoach Operator

Highland, IL

HWY23MH015

(6 pages)



Professional Motorcoach Operator

<https://careers.greyhound.com>

Job Description

A Greyhound Motorcoach Operator is a person capable of leadership, great responsibility, flexibility, communications skills, and initiative. As the face of Greyhound, safe on-time driving, excellent customer service, dependability and professionalism are the cornerstones of this career. You are always in the public eye so professional dress and behavior is required at all times. You must communicate effectively with your customers. You must be able to move/lift baggage and packages weighing as much as 100 pounds. You are on-call 24/7 and at times you may be away from home for three or more days. You are required to complete detailed records such as passenger counts, driving logs and safety records.

Minimum Qualifications

1. At least 22 years of age
2. A valid driver's license
3. Minimum of three (3) year's driving experience (Commercial or private)
4. Able to handle up to 50 pounds
5. Good character and positive work history
 - Consent to a background check and alcohol/drug screen
6. **Good driving record**
 - **No more than two (2) moving convictions/preventable accidents in the past three (3) years or no more than three (3) moving convictions/preventable accidents in the past five (5) years** (*Speeding, tailgating, improper passing, failure to yield, Illegal turns, running a red light/stop sign are examples of moving violations*)
 - **No license suspensions in the past 36 months** (Suspensions for physicals, insurance lapses, failure to pay fine and failure to appear are exempt)

Health Benefits

- PPO or Major Medical Plans
- Prescription Drug Benefits
- Employee Assistance Plan
- Dental
- Vision Care
- Short-Term Disability
- Healthcare Reimbursement Account
- Employee & Dependent Life Insurance
- Reasonable Co-Payments and Deductibles

Career Benefits

- Free Travel Plan
- Continuing Education Program
- 401K with Company Match
- Career Advancement Opportunities



Responsibilities

A Driver Operator drives the motor coach safely with or without passengers onboard, responds to calls from Dispatch; arrives at assigned terminal and picks up trip envelope. Drives to the point of destination in a safe manner according to the schedule; adheres to traffic laws and DOT regulations; follows proper procedures when arriving at a location. Maintains awareness of driving conditions; scans environment for possible safety hazards.

Driver Operator conducts a comprehensive pre-trip inspection and post-trip inspection of the motor coach to ensure safe operating conditions. Obtains and reviews the inspection book from the motor coach before operation; visually inspects the inside and outside of the motor coach and brake system following a checklist; documents mechanical malfunctions or other motor coach problems on the proper form; verbally notifies the mechanic of mechanical malfunctions; receives notification from mechanic of action to take; determines if the motor coach is safe for operation. Conducts post-trip inspection; manually inspects the lights, tires, safety equipment and brake system following a checklist; documents mechanical malfunctions or other motor coach problems.

The Driver Operator will board and deboard passengers, check reboarding passes of continuing passengers for correct destination, departure time and coach number; collects and punches tickets of new passengers; issues reboarding passes to through passengers; cancels tickets; files tickets in Ticket Collection Envelope. Counts number of continuing and new passengers; enters number of passengers on Trip Report. Loads passenger baggage and freight into baggage compartment using proper lifting techniques; checks for baggage identification tags; checks for baggage claim tags; directs passengers in obtaining necessary tags. Assists passengers in boarding and deboarding motor coach; operates wheelchair lift and attaches wheelchair restraints; assists passengers in exiting motor coach to prevent stops and falls. Uses Voice Response Unit or Load Count Entry to call in counts; enters badge number, bus numbers, ticket envelope numbers, and number of passengers loading and unloading.

Operators also make announcements to inform passengers of the destination of the motor coach, scheduled stops and connections, changes or critical events that occur, rules for riding and what to do if there is a problem on the motor coach. Enforces the rules of the motor coach; makes determination of whether incidents on the motor coach require unscheduled stops or the notification of law enforcement; considers welfare of all passengers. Decides whether individuals should be asked to leave the motor coach; takes necessary actions to protect the safety and well-being of passengers. Answers passenger questions and responds to requests for assistance. Provides positive customer service to passengers; acts in a friendly and courteous manner; demonstrates CARE training principles to satisfy and exceed customer needs.

The Operator follows correct routes. Inspects driver information bulletin boards for any deviations or special circumstances on the assigned route; consults route guide for schedule of stops and arrival and departure times for each stop; consults route guide for directions to unfamiliar destinations. He/She notifies dispatch of any problems or deviations from schedule or route. Makes all scheduled stops; communicates with agent; picks up company mail, packages, or baggage from agent. Loads and unloads package express at agencies and bus stops as directed and only makes stops at assigned locations.

An Operator completes all required documentation and maintains driver logs according to Greyhound regulations. Completes trip report envelopes; records motor coach numbers, driver name, motor coach destinations, arrival and departure times, number of continuing and new passengers, number of passengers continuing by destination, number of passengers using Discovery pass tickets, where each passenger is deboarding, and whether passengers are making connections.



Motorcoach Operator Training

Introduction

Greyhound Lines Inc. provides world class training to launch your career as a Professional Motorcoach Operator at a significant cost to Greyhound. As a candidate, you are competing for a limited number of openings in our driver training school. You are a candidate until you are invited to attend Driving School as a Phase II Student. You become a Greyhound employee when you have successfully completed all Phase III requirements. On the average, training takes 5 to 6-weeks.

Professional Dress and Grooming Standards

The uniform standards for all Students in phases II and III are:

All Students:

1. White collared shirts (short or long sleeved)
2. Long black slacks (no jeans or dungarees)
3. Solid black belt, solid black tie, solid black socks
4. Solid black shoes (no loafers, sneakers, sandals), must be polished
5. No hats allowed while on duty. No coats while driving
6. A watch, pen and name tag are required (Name tag supplied at school)
7. Sunglasses - Not permitted in the classroom, but may be worn during daylight hours of driving
8. Jewelry- Only small, non-descript stud style earrings.
9. Jewelry- Necklaces must be hidden and not showing on the outside of the uniform
10. Jewelry- Any other jewelry must be small and not detract from the uniform
11. Hair- Hair should not extend beyond the bottom of the uniform collar. Hair longer than collar length must be worn up and/or under the uniform hat. Unconventional hair colors are not allowed.
12. Tattoos- Not containing profanity or profane images are allowable, all other tattoos must be covered.

Phase I Qualifying

In Phase I, DOT card and pass an alcohol/drug screen. Your computer-based training in this phase prepares you to successfully complete Driving School. To pass each module you must score 80% or higher on all modules. Once you have completed all the lessons, you will complete a comprehensive Mastery Test. You have two chances to pass the Phase I Mastery Test. A 70% is passing for the Mastery/Assessment. Greyhound is looking to invest money and time into intelligent, customer service driven, motivated professionals. If you meet the challenges and prove to be head and shoulders above other Candidates, you are given the opportunity to accept a spot at the driving school as a Student receiving a per diem.

Requirements to advance to Phase II Driving School are:

1. Pass a DOT physical and present a valid DOT card
2. Pass a drug screening
3. Pass all Phase I computer-based training courses and the Mastery Test.



Phase II Driving School

As a Student, you experience an intense 7 to 13 days (dates determined by credentials and passenger bus type experience) of classroom instruction and behind-the-wheel training at one of our national training locations. Greyhound provides transportation, room accommodations, meals (breakfast and lunch), professional instructors and a per day stipend. You will arrive on a Sunday. Classes begin on Monday morning. As a top performer, you will pass a closed skills course, complete all classroom assignments, demonstrate proficiency on driver logs, display excellent customer service skills and prove your abilities on the open road. You will log over 40-hours of driving time and successfully meet these challenges with an attitude of professionalism in both behavior and dress. Greyhound is looking for the best. The best progress to Phase III Finishing School.

Requirements to advance to Phase III Driving School are:

1. Show proficiency on the closed skills course
2. Pass a log exam
3. Pass the Customer Service Scenarios exam
4. Demonstrate proficiency in both day and night driving

Phase III Finishing School

In Phase III, successful Students become Greyhound employees. As a Student, you have a CDL with both passenger and air brake endorsements, and you learn Greyhound routes at your home location. Also, you learn Greyhound policy and procedure through computer-based training, Also, you will interact with passengers, log 80-plus hours of behind the wheel driving, and polish your professionalism under the guidance of a veteran Greyhound Motor Coach Operator. As a Top Performing Student, you meet these challenges in a safe, professional and courteous manner. These challenges prepare you for the final road test and a rewarding career as a professional Greyhound Motorcoach Operator.

Requirements to become an employee are:

1. Complete 120 hours of behind the wheel training

