



Position description

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JOB TITLE: Passenger Transport Driver Trainer Operator

INDUSTRIAL INSTRUMENT: Passenger Vehicle Transportation Award 2010

REPORTS TO: Operations Manager & Maintenance Manager

SUPERVISES: This position has supervisory responsibilities of passenger transport operators (Bus Drivers)

JOB SUMMARY

Provide a safe, reliable and accessible mode of transportation which delivers passengers to their intended destinations punctually and comfortably and to ensure skill levels are met by exercising training initiatives and assisting in the establishment of work procedures according to company procedures & regulations under the Transport Operations (Passenger Transport) Act 1994.

DUTIES

Essential duties and responsibilities include:

- Maintaining a high level of training and support in developing driver skills, knowledge and ability in route and passenger vehicle operations.
- Supervision of Passenger Transport Operators (Bus Drivers) including induction and monitoring of new staff.
- Provide routine probationary service monitoring and assessment of new drivers.
- Driving routes in other depots to cover vehicle schedules
- Assists in preparation of rosters and amendments.
- Assists in establishing work procedures and provide support to Operations Manager & Maintenance Manager.
- Provide professional and polite service to customers with an advanced degree of courtesy and accuracy of information.
- Reporting and documentation of issues associated to operational or mechanical requirements.
- Utilise problem solving skills to deal with staff / customer enquires and complaints.
- Organise training workshops/presentations as required.
- Fulfil obligations on the position in respect to understanding applicable legislation, conduct & Workplace Health & Safety.
- Effective use of business related technology appropriate to the task.
- Undertake other duties as required by management to ensure successful operation of Young's Bus Service.



Young's Bus Service
P.O. Box 8189
Allenstown Qld 4700

QUALIFICATIONS, LICENCED AND REGISTRATIONS

- Certificate IV Training & Assessment with relevant work experience.(Essential)
- Current MR / HR Licence (Essential)
- Current Department of Transport & Main Road's Driver Authorisation (Essential)
- Certificate III Driving Operations – Bus (or similar)

SKILLS, KNOWLEDGE AND EXPERIENCE

- Good literacy and numeracy skills.
- Proven ability to maintain a high standard of driving skill.
- Current knowledge of statutory requirements including:
 - *Work Health & Safety Act 2011 & regulations.*
 - *Transport Operations (Passenger Transport) Act 1994 & regulations*
- Proven ability to operate in a team environment.
- Knowledge of Capricorn Coast / Rockhampton areas (an advantage)

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

While performing the duties of this position you may be required to lift up to 25kg.