

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Tour Guide Bus Driver

Department: Recreation, Parks, Historic and Cultural Affairs

Pay Range: \$25-30 Hourly

Job Status: Part Time; Day, Evenings and/or weekends

JOB SUMMARY

Under general direction of the Supervisor, drives a City vehicle transporting customers, internal and external, to various destinations for various purposes including but not limited to: day trips for senior citizens, City and facility tours for City officials and departments, shuttle service for special events, and field trips for summer day camp. Assists in planning, organizing, coordinating, and scheduling recreation activities at City Recreation & Parks Department facilities, which meet the leisure needs and interest of the citizens of Roswell and other participants; assists in the supervision of programs and part-time/seasonal staff and volunteers.

ESSENTIAL JOB FUNCTIONS

- Demonstrates enthusiasm, flexibility, initiative, and a high level of accountability and reliability
- Shows courtesy and a polite demeanor to the public
- Handles questions from the public regarding trips and department programs and facilities; receives complaints/comments in person and forwards these to supervisor
- Assists customers by helping them board and un-board the vehicles, packing luggage, pointing out areas of interest on trips, and trouble-shooting problems as needed
- Maintains positive public relations with all participants and staff
- Assists in maintaining and inspecting the vehicles; reports issues to supervisor or designated staff
- Provides directions, collects trip fees, stocks the vehicle with supplies, and ensures cleanliness of the vehicles after trips; re-fuels vehicles after trips as needed to at least half a tank of gas/fuel

- Adheres to trip itinerary whenever possible; takes initiative to make adjustments to itinerary as needed due to unforeseen circumstances (i.e. the destination is closed, a restaurant is full or closed, etc.)
- Communicates with and meets with supervisor as needed to discuss issues, trip ideas, and plans
- Reports any and all emergencies
- Adheres to rules and regulations that have been established by the Department of Transportation concerning working hours and other issues
- Adheres to established City policies, procedures, and guidelines
- Promotes awareness of and participation in organized programs, projects, activities, and events
- Works flexible schedule based on City activities and events; works weekend, evening, overnights and/or holiday events as needed on occasion
- Uses good judgment to handle unforeseen circumstances
- Performs other duties as assigned

MINIMUM QUALIFICATIONS

- High School diploma or GED equivalency.
- Three years of bus driving experience transporting passengers.
- Must be willing to work varying hours, including evenings, weekends and/or holidays assigned.
- Possession of a valid Georgia Commercial Driver's License (CDL).
- Clear driving record within last 5 years.
- Possession of a current Federal Motor Carrier Safety Regulations' Medical Examiner's Certificate (testing is required at minimum on an annual basis)
- Must have AED, CPR and first aid certification

Required Knowledge, Skills and Abilities

Knowledge of:

- Applicable regulations and rules related to the program area(s) and facilities to which assigned.
- Pertinent federal state, and local laws, codes and regulations.
- Knowledge in driving a school bus, 24 and 32 passenger bus with a wheelchair lift, 10 passenger van and 14 passenger mini bus with a wheel chair lift.
- Appropriate safety precautions and procedures within the area of assignment.
- Safety principles and practices, including first aid and adult and child cardiopulmonary resuscitation and AED (Automated External Defibrillator).
- Standard office practices and procedures, including the use of standard office equipment, record keeping, and business mathematics.
- Records management principles and practices.
- Techniques of dealing with individuals of various ages and from various socio-economic groups and for effectively representing the City in contacts with users and the community.
- Techniques for providing a high level of customer service to public and City staff, in person and otherwise.

Ability to:

- Interpret and apply the policies, procedures, laws, and regulations pertaining to transporting people to their destination.
- Maintain trip related records, statistics, and documents.
- Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid and/or adult and child cardiopulmonary resuscitation.
- Maintain vehicles and equipment in a clean, safe and secure manner.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationship with those contacted in the course of the work and contribute to a cooperative team effort.
- Use and properly operate assigned vehicles and equipment.
- Work effectively at remote locations without direct supervision.
- Follow oral and written instructions, including written diagrams and maps.

PHYSICAL DEMANDS

Physical: Primary functions require sufficient physical ability and mobility to drive a bus for an extended period of time, up to the maximum number of hours per day per state and federal rules and regulations. Continuous sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, vehicle controls, and other equipment; pinch grasp to manipulate writing utensils. Frequent side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. from below waist to above shoulders and transporting distances up to 25 feet. Occasional squatting, kneeling, and reaching above and at shoulder height; moderate grasping to manipulate luggage and stored items. Able to work outdoors in variable weather and possible elevations and walking up to four to five miles at times.

Vision: See in the normal visual range with or without correction; vision sufficient to drive and read printed documents, GIS equipment, and maps; and vision sufficient to operate equipment.

Hearing: Hear in the normal audio range with or without correction.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.