



791 Price Street 204, Pismo Beach, CA 93449 805-543-9999 Fax: 805-543-9915 www.AmericanStarTrailways.com

Job Title: Coach Operator

General Description: The Coach Operator (or *Driver*) is a non-supervisory employee who performs a variety of duties related to the safe and courteous operation of commercial vehicles for AmericanStar Trailways. Specifically, operators are required to transport passengers in buses of various makes and models along routes prescribed by management at various work location(s). The work may include motorcoach charter service, fixed route motorcoach service, commuter coach service, school transportation, etc. depending on the work location(s). Much, if not all, of this work requires operators to perform the necessary functions of the job with little or no direct supervision. The position also requires a level of professionalism and verbal and/or written communication skills appropriate to provide quality customer service in the field. All operators must hold the appropriate class of license, endorsement(s) and certificate for the vehicle operated and/or service provided. Operators will be provided training opportunities necessary to remain compliant and proficient with job responsibilities. A successful employee will strive to maintain and demonstrate a proficient working knowledge of Company policies and practices, as well as all regulations governing the job while on duty.

Examples of Operational Duties and Responsibilities:

1. Recognize and exercise safe practices at all times while performing the functions of the job.
2. Perform daily vehicle safety inspections as required by DOT regulation and company policy.
3. Provide safe and comfortable transportation to passengers.
4. Demonstrate and maintain a high level of proficiency in map reading and commercial route navigation.
5. Maintain a proficient working knowledge of routes, timetables, policies and equipment at assigned work location(s).
6. Report information and/or seek approval as required via communication methods established at work location(s) (i.e. two-way radio, cell phone, etc.)
7. Assist passengers with luggage and parcels, and load all efficiently.
8. Assist passengers with disabilities with safe boarding and alighting; safely and properly board, secure and alight passengers in ADA approved mobility devices.
9. Provide service information to, and exhibit patience with, customers seeking assistance.
10. Manage situation with difficult passengers through good customer service practices; always confer with dispatch/management when difficulties are not easily resolved.
11. Utilize established communication and response procedures in the event of an emergency. Complete necessary reports and cooperate in investigative procedures.
12. Monitor the condition of vehicles daily and report deficiencies through appropriate channels as prescribed by the work location(s).



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13. Complete required paperwork accurately and submit daily.
14. Clean and fuel equipment daily (flush toilet system in approved RV dump, interior sweep, empty waste basket).
15. Comply with all Company policies and practices, and regulations governing the job at all times while on duty.

Examples of Administrative Responsibilities:

1. Maintain a driving record sufficient to remain insurable with no additional liability to the Company.
2. Demonstrate at all times proficient working knowledge of Company policies and practices.
3. Attend all meetings scheduled by management, and/or at the discretion of management, review and sign for information disseminated in said meetings.
4. Perform related work as assigned and/or needed.
5. Follow direction of dispatch, supervisors and management at each location, and follow rules and guidelines implemented at work location(s) by contract customers.

Hours of Work and Compensation: Work hours and compensation will vary depending on work location(s) and specific duties. Schedules are posted or communicated by management at each work location one week in advance. Wages are listed on the Employment Acknowledgement Notice.

Required Qualifications:

1. Possession of a valid Commercial Driver License (CDL) with required endorsement(s) and certificate for assigned equipment.
2. High School Diploma or equivalent.
3. Minimum 25 years of age.
4. Minimum 3 years commercial driving experience or acceptable experience immediately preceding employment.

Physical Requirements:

1. Must work in a seated position for extended periods of time.
2. Must remain alert and aware of multiple variables including road conditions, passenger activities, passenger comfort, vehicle condition, traffic, service stops, radio/phone transmissions, etc. at all times while operating a vehicle.
3. Must be able to, without assistance, operate all controls and access points of assigned equipment including those necessary to conduct safety inspections.
4. Must be able to lift and carry up to 50 lbs. (no more than 2ft. distance) and push and/or pull burdens of weight up to 50 lbs. (no more than 2ft. distance) repeatedly, excluding ADA mobility devices.



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5. Must be able to safely and properly board, secure and alight ADA approved mobility devices.
6. May be required to conduct activities involving stooping, kneeling/bending, crouching, twisting, climbing, and reaching as required to carry out the responsibilities of the job.
7. Must comply with all DOT drug and alcohol testing programs and medical examinations as required. Medical reports will be reviewed by management to determine specific job fitness.

This job description contains general information for the position described above. It is not all inclusive and may be altered at the discretion of the Management. By signing below, employee acknowledges that the contents of this job description may be used in evaluating job performance as it relates to employment and wages. This Job Description is in no way to be construed as a contract or guarantee of employment. AmericanStar Trailways is an at-will employer and reserves all rights as such.

Print Name: _____

Signature: _____

Date: _____