



City of Santa Rosa Bus Operator

SALARY	\$24.87 - \$30.23 Hourly	LOCATION	MSCS-69 Stony Circle Santa Rosa, CA
JOB TYPE	Part-Time	JOB NUMBER	22/23-121ALS-O
DEPARTMENT	Transit	OPENING DATE	06/06/2023
CLOSING DATE	Continuous	FLSA	Non-Exempt
BARGAINING UNIT	8		

The Position

***WANT A GREAT JOB WITH GREAT BENEFITS?
NO EXPERIENCE NECESSARY, TRAINING PROVIDED!
COME JOIN CITYBUS IN PROVIDING CRITICAL SERVICES TO OUR LOCAL COMMUNITY!***



VIEW FULL BROCHURE [HERE](#)

The City of Santa Rosa is committed to building a workforce reflective of our community and establishing a lasting culture of equity and belonging within our organization. Our collective talents and expertise contribute to high-quality public services that support a vibrant, resilient, inclusive City for our community and visitors. We celebrate a diverse workforce and welcome all qualified candidates to apply.

The Benefits of City Employment

In addition to offering a rewarding work environment, opportunity for career growth, and an excellent salary, the City of Santa Rosa provides a generous suite of benefits, including retirement through CalPERS, a competitive leave package with vacation and sick leave, your choice of health plan, and top of the line employer paid (free to you) vision and dental coverage. More information regarding benefits associated with this position can be found on our [Miscellaneous Employee Benefits Page](#).

Additional Benefits Include:

- On the job training! During a training period of 5-8 weeks, learn how to safely operate a transit bus and transport passengers on a fixed route, and how to effectively engage with the public
- A 2.5% COLA salary increase effective July 2023
- Shift differential for all hours worked between 4:00 pm and 9:00 pm
- Holidays - Part-time Bus Operators get in lieu holiday pay equal to 14 days/year; Full-time Bus Operators get 7 paid holidays and 7 paid floating holidays

About the Position:

CityBus, the City of Santa Rosa's award-winning municipally owned transit system, is actively seeking individuals interested in making positive contributions to the public transportation service provided to the community. The fundamental reason this position exists is to safely operate a transit bus, transport passengers on a fixed route basis, and to effectively interact with the public. This recruitment is being conducted to establish and maintain a candidate list to fill current and anticipated future vacancies.

The Successful Candidate will:

- Demonstrate a prideful and dedicated work ethic
- Strive for providing exceptional customer service
- Be safety oriented and adhere to all safety regulations and standards
- Possess the ability to work independently, as well as collaboratively within the team
- Conducts oneself in a courteous, professional and responsible manner
- Has a satisfactory and safe driving record that meets the City's Driving Standard* (professional driving experience is not required)

In order to qualify for this position, applicants must meet the City of Santa Rosa Driving History Standard. To view the City of Santa Rosa Driving History, please click [HERE](#).

If you possess a satisfactory driving record, you will be trained in the safe and proper operation of a public transit bus and assisted in obtaining your Class B license with Passenger Endorsement from the California Department of Motor Vehicles.

Salary and Working Hours Information

All new Bus Operators are classified as part-time. The training period is 5-8 weeks, which will include classroom training and obtainment of a valid Class B driver's license with Passenger Endorsement. Part-time Bus Operators will operate buses in route training with or without another **CityBus** employee for up to 90 days or until deemed to be fully competent to operate the bus.

While in training, Part-time Bus Operators work on average 37 to 40 hours per week. Regular Part-time Bus Operators work varied hours and are expected to be available on short notice seven (7) days per week. Regular Part-time Bus Operators may be considered for Full-time positions without further testing should those positions become available. Bus Operators (Part-time and Full-time) are expected to work a variety of shifts including weekends and holidays. The types of shifts vary from early morning to late evening.

How to Apply:

There are two ways to submit your application for Bus Operator with the City of Santa Rosa. You may **apply online** OR **submit a paper application** to the Human Resources Department.

- Paper application packets may be obtained from the Human Resources Department at 100 Santa Rosa Avenue, Room 1, Santa Rosa, CA 95404. Tel. (707) 543-3060

The Selection Process:

In order to qualify for this position, applicants must meet the City of Santa Rosa Driving History Standard. To view the City of Santa Rosa Driving History, please click [HERE](#).

A completed City of Santa Rosa Application for Employment and Supplemental Questionnaire is required. Applicants possessing the most desirable qualifications will be invited to continue in the selection process that may consist of an

application and supplemental questionnaire review, followed by department selection interviews.

Please complete a thoughtful, thorough Supplemental Questionnaire submission. As part of the selection process, your responses to these questions may be scored using criteria specific to this position. Incomplete responses, generic responses, or responses such as "See Resume" may not be considered.

This position is open as a continuous recruitment, with applications being reviewed and referred to the hiring department on a regular interval basis.

Additional requirements, such as successful completion of a physical exam, drug screen, etc., may apply, depending on the duties and responsibilities of the position. If you receive a conditional job offer for the position, the requirements upon which the offer is contingent will be outlined in the conditional job letter.

If you possess a satisfactory driving record, you will be trained in the safe and proper operation of a public transit bus and assisted in obtaining your Class B license with Passenger Endorsement from the California Department of Motor Vehicles.

For more information about this exciting opportunity, please contact Amanda Suhrke at asuhrke@srcity.org

Examples of Duties and Responsibilities

The following duties are considered to be essential for this job classification:

- Safely drive and operate a transit bus in transporting passengers on a fixed route basis;
- locate and board persons desiring service at designated bus stops;
- discharge passengers at desired destinations;
- assist elderly and disabled persons in boarding and leaving the bus;
- collect and account for fares;
- maintain ridership information according to departmental procedures;
- operate a mobile radio and public address system;
- complete incident and accident report forms as necessary;
- provide information and directions to the public;
- observe and report hazardous road conditions and vehicle and passenger safety concerns;
- and perform related duties as assigned.

Required Qualifications

Knowledge of: Basic automotive care and maintenance requirements; basic safety practices related to driving; basic business writing and arithmetic; vehicle operation and state and local traffic laws.

Ability to: Read a street map and physically locate landmarks; read transit schedules and timetables; understand and carry out oral and written instructions, including departmental Standard Operating Procedures; recognize hazardous driving conditions quickly and accurately and adopt effective courses of action; communicate clearly both orally and in writing; deal effectively and tactfully with the public; and perform assigned duties with minimal supervision. Ability to work a flexible schedule is required.

Experience and Education: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying.

License or Certificate: Possess and maintain throughout employment, a valid Class B California motor vehicle operator's license and medical certificate and have a satisfactory driving history as defined by the City. Incumbents will be assisted in obtaining the Class B license with Passenger Endorsement from the California Department of Motor Vehicles.

In order to qualify for this position, applicants must meet the City of Santa Rosa Driving History Standard. To view the City of Santa Rosa Driving History, please click [HERE](#).

If you possess a satisfactory driving record, you will be trained in the safe and proper operation of a public transit bus and assisted in obtaining your Class B license with Passenger Endorsement from the California Department of Motor Vehicles.



Additional Information

In the course of driving a bus, incumbents are required to: sit for extended periods of time with limited ability to move about, using their stomach and lower back muscles to support their body; coordinate repetitive, concurrent hand and foot movements while simultaneously operating a vehicle and using a two-way radio or public address system; manually enter fare and passenger data into an electronic fare box; and listen for passenger's signals requesting a stop. While assisting passengers in wheelchairs, operators are required to move and secure the wheelchairs in their proper location. This class often requires working weekends, holidays and a variety of shifts. Operators work in a variety of weather conditions including hot and very cold temperatures.

Additional requirements, such as successful completion of a physical exam, drug screen, etc., may apply, depending on the duties and responsibilities of the position. If you receive a conditional job offer for the position, the requirements upon which the offer is contingent will be outlined in the conditional job letter.

FILING PERIOD: THIS RECRUITMENT WILL REMAIN OPEN UNTIL A SUFFICIENT NUMBER OF APPLICATIONS ARE RECEIVED. INTERESTED PARTIES ARE ENCOURAGED TO APPLY SOON AS IT MAY CLOSE AT ANY TIME WITHOUT PRIOR WARNING.

THE CITY OF SANTA ROSA IS PROUD TO BE AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER.

Agency

City of Santa Rosa

Address

100 Santa Rosa Ave, Room 1

Santa Rosa, California, 95404

Phone

707-543-3060

Website

<https://www.governmentjobs.com/careers/srcity>

Bus Operator Supplemental Questionnaire

***QUESTION 1**

The answers you provide to the supplemental questions will be used to evaluate your qualifications for this position and whether you will continue in the selection process. Incomplete responses, minimal or generic responses, or responses such as "see resume" can result in disqualification from the selection process. Specific work experience you claim in response to these questions must be clearly supported and described in the work history and education portion of your application. Do you accept these conditions?

- ☐ Yes
- ☐ No

***QUESTION 2**

To be considered for this position, you must be available to work any shift, including day and swing, part-time hours, and any day of the week, including holidays. I certify that I am available to work under the above conditions.

- ☐ Yes
- ☐ No

***QUESTION 3**

I certify that I currently meet the City of Santa Rosa Driving Standard for Bus Operator. (Link for Driving Standards provided in Successful Candidate and Required Qualifications sections)

- ☐ Yes
- ☐ No

***QUESTION 4**

How many years of experience do you have working in a position that involved frequent, direct contact with the general public where you were responsible for providing excellent customer service?

- ☐ No previous experience
- ☐ Some experience but less than 1 year
- ☐ 1-2 years
- ☐ 3-4 years
- ☐ 5+ years

***QUESTION 5**

Please share where you gained your customer service experience, including name of employer, your position, and your customer service responsibilities.

***QUESTION 6**

Please describe a tough customer service issue you have handled (i.e., needing adaptations for an ability/accessibility issue, providing service to an angry, confrontational, eccentric or rushed customer, etc.). Include the nature of the issue, your role in helping resolve it, what you did to resolve it, and the outcome of your efforts.

***QUESTION 7**

How many years of commercial driving experience do you possess? PLEASE NOTE: Previous experience in this area is NOT required to be considered for this position.

- ☐ None
- ☐ Less than 1 year
- ☐ 1-2 years

☐ 3-4 years

☐ 5+ years

***QUESTION 8**

Does any of your previous commercial driving experience include passenger transportation? PLEASE NOTE: previous experience in this area is NOT required to be considered for the position.

☐ Yes

☐ No

☐ Not applicable (no previous commercial driving experience)

***QUESTION 9**

Do you currently possess a valid Class A or Class B California motor vehicle license? PLEASE NOTE: Current possession of a commercial license is NOT required to be considered for this position.

☐ Yes

☐ No

***QUESTION 10**

CERTIFICATION OF APPLICANT: I certify that all statements made in this application are true, and I agree and understand that misstatements or omissions of material facts herein may forfeit my rights to employment with the City of Santa Rosa.

☐ Yes

☐ No

* Required Question