

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 104465
Grade 19**

SAFETY AND TRAINING INSTRUCTOR

DEFINITION OF CLASS:

This work involves instructing, training, monitoring progress, and supervising new bus operators in the areas of safety, security and service. The class is also responsible for providing training in these areas for current bus operators, coordinators, service technicians, and other division employees, including supervisors and managers. Annual refresher training is provided for current bus operators. Employees in this class will also conduct remedial training when required. Contacts are with other employees in the organization. The purposes of the contacts are to pass on and receive work related information. The work does not require professional knowledge in the field of education. Employees in this class are primarily concerned with administering a training and development program to train new bus operators in driving skills and safe, professional bus operation and maintaining skill and knowledge levels.

An employee in this class must have a practical knowledge of the methods, equipment and techniques of instruction and an expert, detailed knowledge of all aspects of public sector bus operations. The work covers the direct delivery of instructions or training services including classroom instruction, curriculum and course development, test development and other similar staff work; tracking operator skills, training deficient drivers, and preparing drivers to pass the commercial drivers license test. Employees in this class must be able to operate all of the various types of public transit buses operated by the County. Of particular importance is instructing operators on necessary safety and customer service skills and techniques which bus operators are expected to extend to all passengers. The complexity of this class of work is characterized by employees having to teach others through on-the-job training how to safely perform several tasks, some simultaneously - i.e., safely operate a transit vehicle at different speeds under varying traffic conditions and meet arrival and departure time requirements; overseeing and monitoring the progress of a large group of employees (e.g., approximately 15-20 per class per six-week training period). Complexity is also present in that the employees to be trained are work various hours and days, and are assigned to different transit routes. Additional complexities include the requirement to investigate accidents and injuries, determine the root cause, and develop proactive plans to eliminate or reduce future occurrences. Training typically includes demonstration of proper techniques and methods of the work and evaluation of the trainees' progress under a formal training program designed to update, extend, or improve driver skills. Recommendations and decisions made include such matters as the passing or failure of a trainee; the need for additional training for a current bus operator; whether or not a trainee or current operator should continue training until a satisfactory evaluation is attained; the type or level of discipline required based on the violation and related circumstances. Physical demands include work performed both indoors and outdoors while training bus operators. Employees are subject to exposure to extreme heat and cold and other seasonal conditions. This class of work presents considerable risks due to working around buses providing instructions to trainees which increase the possibility of accidental injury.

EXAMPLES OF DUTIES: (Illustrative Only)

- Supervises, evaluates, and documents trainees' progress in the training program. Makes recommendations to continue trainees in program or remove trainees from the program based on daily and weekly evaluations.
- Trains new bus operators on defensive driving techniques, proper handling of bus equipment, pre-trip and post trip inspections, safe work methods and County rules, regulations, policies and procedures. Provides assistance to trainees in such areas as attendance, lateness, overall performance during the training period. Coaches and counsels trainees as necessary to ensure a safe and productive work environment. Recommends reward and discipline actions as deemed appropriate.
- Develops training curriculum for classroom instruction, including such topics as safely operating a transit vehicle while picking up, transporting and discharging passengers; providing excellent and reliable customer service; adhering to transit route schedules; Federal and State motor vehicle laws; responding to inquiries concerning fares, ridership promotion, and related transit policies; proper use of wheelchair lifts, securement procedures, and other equipment related to passenger transportation; effectively communicating with Central Communications via radios, text messaging, etc.; handling vehicle breakdowns; reporting accidents and incidents; transporting first responders during natural and manmade disasters, and acts of terrorism.
- Conducts safety training for trainees and all current operators, coordinators, service technicians and other division members.
- Conducts annual refresher training which includes defensive driving; safe work methods; customer service; security training; controlling blood-borne pathogens; passenger safety; providing assistance to injured passengers; handling emergencies; hazardous conditions specific to the geography of the region; accessibility equipment; securement devices; passenger assistance and sensitivity techniques for serving elderly and disabled passengers; vehicle fires, fire drills, and evacuation procedures; hands-on orientation of every vehicle prototype that may be operated; violent or potentially violent perpetrators; pre-trip and post-trip inspection of buses.
- Conducts one-on-one coaching to improve trainees' and current operators' driving skills, develop uniformity in operating practices, and ensure use of appropriate safety equipment.
- Conducts monthly safety meetings in each depot.
- Updates safety boards as needed with current monthly meeting minutes, graphs, agendas and other related reports.
- Conducts accident and injury follow-up training with all employees involved as soon as possible to avoid a reoccurrence.
- In compliance with the safety program requirements, conducts a variety of audits; e.g., VCR, road, safe and unsafe behavior, facility audits; uniform inspection and customer service observations.
- Provides employee performance evaluation recommendations for trainees and bus operators.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of public sector bus operations.
- Knowledge of County, State and Federal regulations and procedures.
- Ability to develop curriculum and deliver training information to all transit employees. Skill in operating all fleet vehicles, including buses 29-40 feet in length, which requires the physical ability to twist and turn upper body, reach, bend, move hands and arm to operate hand controls, and move feet and legs to operate foot controls.

- Ability to effectively deliver training information in both the classroom setting and on-the-job situations (including one-on-one interactions).
- Skill in verbal communication to teach bus operators in a classroom or on-the-job training setting.
- Ability to conduct investigations and prepare written reports and correspondence in response to inquiries and complaints.
- Ability to use a personal computer to enter and retrieve information.
- Ability to comprehend and evaluate transit situational facts, exercise sound judgment, and take decisive and timely action.
- Ability to supervise a large group of trainees.
- Ability to work flexible hours; i.e., different shifts, weekends, and holidays.

MINIMUM QUALIFICATIONS:

Experience: Two (2) years experience as a transit Bus Operator with a Class "B" (or equivalent) Commercial Driver's License with both air brake and passenger endorsements and a current safe driving record as determined by the Department and one (1) year of experience in a training environment.

Education: Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: None.

Other: Applicants must be 21 years of age as of first day of employment in this position with Montgomery County Government.

LICENSE:

- Possession and maintenance at all times of a valid Class "B" (or equivalent) commercial driver's license with a passenger and air brake endorsement and a valid DOT card issued by the applicant's state of residence.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam with a Drug/Alcohol Screen.

Class Established: December, 2007

Revised: September, 2011

December, 2011

August, 2013

October, 2014

Formerly Titled: "Bus Operator Instructor"