

## **POSITION: Motorcoach Driver**

### **Key Result Area - Safety**

Safely and legally operates vehicles in ways that instill confidence in the traveling public (customers and motorists)

#### **Critical Areas**

- o Operates vehicles within all federal, state, and local laws and regulations.
- o Practices defensive driving techniques at all times.
- o Follows all company safety procedures and policies as described by the Company Policy.
- o Provides all documentation as required by the company and the DOT.
- o Reports for duty prepared and on time.
- o Prepares for each trip and has knowledge of the trip details, maps, and group information.
- o Maintains mental and physical health, with additional caution given to the signs of fatigue.
- o Fully understands and monitors the vehicle and its conditions at all times, including pre, during, and post trip inspections.

### **Key Result Area - Customer Experience**

Ensures the customer has a positive travel experience to create satisfaction, loyalty, and confidence among passengers

#### **Critical Areas**

- o Maintain a positive, productive attitude and environment.
- o Proactively anticipates, addresses, and resolves customer needs and expectations in a safe, professional and constructive manner.
- o Effectively communicates in a positive, timely manner with all parties necessary.
- o Maintains a neat and clean professional appearance and vehicle environment.

### **Key Result Area - Operates and maintains vehicles in a respectful and cost-effective manner**

#### **Critical Areas**

- o Understands & operates vehicles in a manner that avoids damage and unnecessary costs.
- o Appropriately communicates vehicle condition / issues to maintenance and management.

- o Operates vehicles in accordance with all State and Federal idling laws.

## **Key Result Area - Attendance**

### **Critical Areas**

- o Drivers classified as full-time are required to accept all assignments, either scheduled in advance or on short notice, including both one-day and multi day trips, within HOS.