

**JOB DESCRIPTION: CONTRACTOR**

TITLE: Bus Driver	RESPONSIBLE TO: Coordinator, Therapeutic Recreation
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SUMMARY OF DUTIES:

The Bus Driver will transport passengers or cargo as a client service element of Langley Lodge. Responsibilities include picking-up Langley Lodge clients in response to activities and scheduling. S/he will record all pick-ups and drop-offs on the society's log, record daily mileage, conduct a pre-trip inspection of the vehicle, provide friendly, respectful service and apply defensive driving techniques to uphold the safety of all passengers.

CORE COMPETENCIES:

- Customer/Client Focus
- Safety Oriented
- Communication
- Time Management
- Energy
- Team Work
- Problem Solving
- Judgement and Reasoning
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity
- Friendliness and sense of humour

JOB DUTIES:

1. Provide exceptional customer service in a friendly manner at all times.
2. Drive clients, cargo and trip supplies to various destinations.
3. Assist all clients with entering and exiting the vehicle, including properly storing and retrieving any baggage to and from the appropriate compartment.
4. Assist all clients with wheelchairs including the use of a hydraulic lift.
5. Pick up or meet clients according to requests, appointments, or schedules.
6. Provide clients with information about the local area and points of interest.
7. Conduct an inspection before and after trip to ensure that lights, brakes, windshield wipers, and tire pressure are in proper working condition.
8. Notify office of vehicle problems.
9. Operate all company equipment needed to communicate with office dispatchers such as radio, cell phone or computer in order to receive information, updates and passenger locations.
10. Record all client pick-ups and drop offs in the office log.
11. Record all daily mileage.
12. Complete accident, near-miss reports when necessary.
13. Demonstrate behaviours consistent with Langley Lodge's Vision, Mission, and Values in all interactions with clients/family members, co-workers and suppliers.
14. Adhere to all Langley Lodge policies, procedures and safety standards.
15. Perform other duties as assigned.

<i>Date Issued:</i> July 2015	<i>Approved by:</i> Chief Executive Officer
<i>Reviewed:</i>	<i>Revised:</i>



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JOB REQUIREMENTS:

1. Canadian citizenship or landed immigrant status.
2. Legally entitled to work in Canada.
3. Minimum 19 years of age.
4. High School diploma.
5. First Aid Level 1.
6. Hold a minimum of Class 4 unrestricted Driver's License in the Province of BC.
7. Three (3) years of driving experience.
8. Appropriate insurance coverage.
9. Clean driving record by providing a Driver's Abstract.
10. Demonstrated knowledge of Canadian driving rules and regulations.
11. Have no more than one at fault accident in the past three years.
12. Have no suspensions or prohibitions of any kind in the past 10 years.
13. Able to understand, speak, read and write English.
14. Experience in customer service and people management, with emphasis on the elderly.
15. Able to deal with people sensitively, tactfully, diplomatically, and with care at all times.
16. Professional appearance and manners including excellent hygiene.
17. The ability to listen to, and understand information and ideas presented through spoken words and sentences.
18. Ability to analyze and interpret the needs of clients and offer appropriate options and solutions.
19. Ability to give full attention to what people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
20. The ability to read maps and know the location in relation to the environment or to know where other objects are in relation to you.
21. Ability to communicate ideas and recommendations to passengers and other drivers.
22. Ability to interpret and implement company policies and procedures.
23. Demonstrated ability to exercise necessary cost control measures.

WORKING CONDITIONS:

1. Overtime if necessary and approved by a supervisor.
2. Shifts, weekend and evening work may be required.
3. May exercise judgement to cancel a trip due to inclement weather conditions for clients and their personal safety.
4. May physically assist clients on and off the bus, up any stairs.
5. Some equipment management including lifting and pivot transferring of clients using wheelchairs.

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