

Missoula Urban Transportation District Job Description

JOB TITLE: Service Person

Position Function: The person in this position services daily all revenue and non-revenue vehicles. These service activities include, but are not limited to, fueling of each vehicle, cleaning the exterior, bumping tires on rear wheel positions, and checking the fluid levels. Additional service activities include cleaning the garage and properly performing major interior cleaning according to established guidelines. Coordinates efforts toward efficient operation of the maintenance department and demonstrates effective communication with supervisor and co-workers.

JOB DUTIES AND RESPONSIBILITIES:

- Maintenance
 - Fuels buses each day
 - Wash the exterior of the buses according to the schedule established by the Director of Maintenance.
 - Check the engine and transmission oil level daily and report abnormal oil consumption to the lead mechanic.
 - Bump the tires on the rear wheel position to find flats.
 - Clean the fuel and service area at the end of the shift.
 - Clean the bus storage garage at the end of each shift.
 - Perform major interior cleaning on each bus in accordance with the schedule issued by the Director of Maintenance.
 - Report new or fresh accident damage to the appropriate supervisor.
 - Verify the fuel tank level at the end of each shift and record readings properly.
 - Record the beginning and ending pump readings for each vehicle and log the totals.
 - Report any unusual maintenance deficiency including unusual engine noise, inoperative lights, torn seats, and damaged tires.
 - Assists with road calls and operates the bus in a safe and skillful manner when needed for a trade-out.
 - Assists with training of new service persons.
 - Adheres to MUTD maintenance policies and procedures handbook.
 - Must work in a safe and competent manner in accordance with established safety requirements.
 - Must possess mechanical skills and be familiar with heavy duty diesel

engines.

- Public Relations
 - Exhibits friendliness, patience, and consideration of passengers, the general public, and vendors, during routine and adverse circumstances.
 - Presents a neat appearance and competent manner.
 - Demonstrates enthusiasm for her/his work.
 - Exhibits good work habits, including attendance and punctuality.
 - Serves as a responsible team member.
- Administrative
 - Communicates with supervisors as appropriate to report situations, request assistance, report work hazards, etc.
 - Maintains a variety of inventory records and performs daily security and safety checkout procedures.
- The person in this position performs other job-related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- High school graduation or possession of a GED.
- Must be 21 years of age or older at time of hire.
- Prior to hire, must have 36 months free of moving traffic violation convictions or preventable accidents.
- Possession of, or ability to obtain prior to hire, a Class B, Type II Montana Commercial Driver's License with passenger endorsement.
- Must be medically qualified as stated in the Federal Motor Carrier Regulations, Sections 391.41, 391.43, and 391.45.
- Interpersonal skills including demonstrated ability to:
 - Work cooperatively and effectively with others.
 - Treat all people with dignity and respect.
 - Interact with people in a pleasant manner under routine or stressful conditions.
 - Accept, act upon, and offer constructive criticism.
- Conflict resolution skills, including willingness to take responsibility for own part in communication breakdowns.
- Ability to learn and follow all pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies and procedures.
- Ability to follow instructions and to adhere to company policies and procedures.
- Ability to understand occupational hazards and follow standard safety practices necessary in the area of work.

- Must be able to focus and effectively perform repetitious job duties for extended periods of time.
- Demonstrate good work habits, including attendance and punctuality.
- Must be able to report for shift work on short notice when needed.
- Applicants hired after January 1, 1996, must pass controlled substance use tests as prescribed by FTA regulations 653.41 and 654.31. Inclusion of this statement on the job description conforms with FTA regulations 653.27 and 654.71, which require that applicants be informed in writing of test requirements.

WORKING CONDITIONS:

Work is typically performed in both an indoor and outdoor environment. The person in this position must be able to perform the essential functions of the position, with or without reasonable accommodation(s). Performance of these duties requires the ability to stand, walk, bend, kneel, crouch, stoop, squat, crawl, twist, climb, push, and pull; to move up to 25 pounds on a frequent basis. The nature of work requires exposure to cold, heat, noise, odors, outdoors, vibration, and possible mechanical hazards. The person in the position must be able to communicate effectively, both orally and in writing, and be available for shift work when required.

Physical and mental fitness to perform the required job functions is determined by passing a required United States Department of Transportation (DOT) physical. In compliance with DOT regulations, no accommodations can be provided to individuals not passing this federally-required physical.

PERSONAL CONTACTS:

- Daily contact with other maintenance personnel, bus operators, and supervisors.
- Frequent contact with management and administrative staff.

SCOPE AND EFFECT:

This person functions independently under general guidance and direction of management staff in compliance with established policies and procedures of Mountain Line. Serious errors in judgment or lack of performance may endanger the health and safety of the customers or staff and may cause legal and/or financial liability for Missoula Urban Transportation District.

