

**Public Transit Bus Operator  
Full-time positions Available  
Valley Area Transit Company**

**Position requires a Commercial Drivers License with  
a Passenger Endorsement and no airbrake restriction.**

**Full-time: \$20.81/hour with excellent benefits package**

**Part-time: \$19.43/hour to start with pro-rated benefits**

**Benefits include: Health/dental, pension, 401K, personal time, vacation time, 10  
paid holidays, employee bus pass, and more.**

*Join our team of talented transportation professionals.  
Qualified females and minorities are strongly encouraged to apply for our open positions*

**Please read all of the following information before submitting your resume and cover letter.**

Valley Area Transit Company (VATCo) provides fixed route bus service (7-days/week, 363 days/year) for the Pioneer Valley Transit Authority PVTA within the Hampshire County Area. We are currently accepting resumes (with cover letter) for full-time and part-time positions.

### **Submitting your Cover Letter and Resume**

If you would like to submit your cover letter and resume after reading the detailed information below, you may do so by either **uploading** them via this website, or by regular mail. The upload process will work on all major browsers such as *Internet Explorer, Firefox, Opera, Chrome and Safari*. Simply click the "Continue" button on the previous page to begin the uploading process.

Please note that phone calls to discuss online uploading issues (*if encountered*) cannot be accepted. If you are having difficulty uploading your resume electronically and cannot complete the process, please mail it via regular mail.

**If mailing via regular mail:** Please send to VATCo Human Resources, 665 Cottage Street, Springfield, MA 01104.

Please **DO NOT** mail or upload any other paperwork with your cover letter and resume.

**Resume Acknowledgement:** Please be sure your resume contains a current mailing address and phone number. As soon as you successfully upload your resume documents, an acknowledgement notice will be sent directly to the email address you provide. Mailed resume submissions are acknowledged in writing within one week of receipt and will be sent to the mailing address you provide on your resume.

## License Requirement

To be a public transit bus operator for VATCo, you must have a current Massachusetts Commercial Driver's License (CDL) with passenger ("P") endorsement on your license, and no airbrake restriction at the time of your resume submission. A CDL issued from the State of Connecticut may be acceptable if you reside in CT.

A separate *Passenger Permit* does not qualify. A passenger permit only allows you to participate in the Passenger Endorsement process, which includes successful completion of additional CDL training specific to bus driving, in addition to a road test and license conversion (to have the P endorsement included on your physical license).

If you are in the process of converting your CDL from another state to a MA CDL, or if you are in the process of converting a passenger permit to a passenger endorsement, or removing an airbrake restriction from your license, you must complete the process prior to submitting your resume, since completing the conversion and/or endorsement process can take a substantial amount of time. You must present your license at the time of the interview to confirm you possess the meet the license requirement.

### **Obtaining a CDL License**

VATCo does not provide or sponsor CDL training for Bus Operators. If you do not yet have a CDL license and desire to obtain one, you may do so by contacting a local training program who specialized in providing CDL training. Such facilities include but are not limited to:

*United Tractor Trailer School ([www.Unitedcdl.com](http://www.Unitedcdl.com));  
Tri-State CDL Training Center ([www.Tristatecdl.com](http://www.Tristatecdl.com)); or  
New England Tractor Trailer Training School ([www.Netts.com](http://www.Netts.com)).*

When enrolling into a program, you must be specific about what you want to do with your CDL license, since the requirements for driving a public transit bus are different than driving any other commercial vehicle, such as a tractor trailer or box truck.

Please note that these schools are not affiliated in any way with VATCo, but each of them is known to provide quality training in their respective areas of expertise. VATCo welcomes new graduates from each of these and other quality CDL training programs.

Other questions regarding the CDL licensing process can be directed to your local Registry of Motor Vehicles Branch.

## Medical Requirements

Public Transit Bus Operators must meet the medical qualifications for commercial licensing and are required to obtain and maintain a current DOT Medical Card at all times. All job offers are made contingent upon meeting the DOT medical requirements of the job. Medical cards are normally issued for a 1-2 year period but can be issued for a lesser period of time depending on individual medical circumstances. Even if a person recently obtained a medical card for a previous employer, he/she would still be required to do so from VATCo's Company physician. Once expired, the card holder is required to renew his or her medical card via the DOT physical process.

DOT regulations require the employee/patient to provide current and thorough backup documentation from his or her specialist and/or primary care physician in order to obtain a valid medical card. Such conditions include but are not limited to diabetes, high blood pressure, sleep apnea and other sleep disorders, and certain mental health conditions. Therefore, all newly hired Bus Operators must pass a DOT physical as part of the pre-employment process requirements. Importantly, when attending the pre-employment physical appointment, you must be prepared to bring any necessary documentation to the physical appointment in order to provide evidence that certain medical conditions (if applicable) are being treated, monitored, and managed appropriately. Being prepared to provide such documentation at the pre-employment physical appointment will prevent significant delays in the pre-employment screening process. Such delays could result in the inability to complete the pre-employment process on time for the scheduled class, thus disqualifying the candidate from employment.

In addition to meeting the DOT medical requirements of the job, you must also pass a general physical assessment to determine whether or not you are able to meet the physical demands of the position.

## General Information about the Job

**Position Summary:** The Bus Operator's primary responsibilities are to safely and efficiently operate his or her assigned bus on a specified route in accordance with the time schedule allotted for that route; transport passengers over specified routes to local or distant points according to time schedules; act as a "front-line" customer service representative of the company using sound judgment, communication skills, and professional knowledge to assist customers with information, resolve problems and conflicts where possible, and assure passenger safety; promptly and accurately complete all required associated reports and forms on a daily basis. Must be able to thoroughly learn and understand routes and transfer points, required fare structure, and knowledge of bus operation, as well as meet all legal requirements for commercial driving and license regulations. Must possess excellent customer service skills. Must be able to meet the physical demands of this position.

**Full-time Hours:** All full-time positions guarantee 38 hours per week during full service and 35 hours per week during 'no school' service. Schedules will vary and depend on the bidding process which is based on seniority. Shifts will very likely include evenings, late nights, and Saturdays.

**Training Pay Rate:** Initial training is paid at \$16.65 per hour throughout the training period (approximately 4 weeks). The specific training schedule is established upon hire and is normally completed within the month of employment.

**Training Dress Code:** The training dress code includes a medium blue collared shirt, dark blue khaki pants and black closed-toed shoes, non-slip shoes. Trainees are responsible for supplying their own clothing during the training and probationary periods. A uniform allowance is available after successful completion of the probationary period.

Once training is completed, your schedule is determined by the quarterly bidding process.

Importantly, the training program **is not** training for CDL licensing. Applicants must already possess a CDL class A or B with a passenger endorsement (on the license) and no airbrake restriction in order to be considered. Training of newly hired bus operators focuses on routing, driving, safety, customer service, processes and procedures, equipment specific training (i.e., fare box and bus equipment, etc.), and other related topics.

**Bus Operator Pay Rate:** New hires who successfully complete VATCo's initial training program and transition to regular employment as a part-time *Bus Operator* will earn \$ 20.40 per hour. An initial 90-probationary period applies after training is completed and may be extended under certain circumstances. Completing the probationary period is required in order to be eligible for the competitive benefits package, including health/dental, life, short-term disability, paid time off accruals, pension participation, and 401 (k).

**Union Status: Union Status:** Following the 90-day probationary period, the bus operator is required to become a bargaining unit employee. The bus operator is required to pay related union dues after 30-days of employment.

## To be Considered

All resumes must be accompanied by a brief cover letter, which must clearly identify what type of license you hold, and which endorsements and/or restrictions you have (other than corrective lenses). If you do not clearly indicate that you have a "P" endorsement and no airbrake restriction on your license you will not likely be considered any further. If these are clearly indicated in your cover letter and/or resume, you might receive an invitation for an interview. Interview invitations are typically sent by mail to the mailing address on your resume.

If you are selected for an interview, VATCo's Office of Human Resources will notify you by mail, or by phone. Upon notification, your CDL license status, contact information, and appointment time will be confirmed, and a packet of information will be mailed to you, which will include all employment application paperwork.

### **If you are selected for an interview, please be aware of the following:**

You must have current passenger experience on PVRTA bus routes by the time you attend the interview appointment. All candidates selected for an interview will be expected to have taken at least two trips within VATCo's service area. You can view these schedules at [www.pvta.com](http://www.pvta.com). Discussing these current ridership experiences is an important component of the first interview. There are no exceptions to this requirement.

**NOTE:** The cost of a one-way trip to the end of the line is \$1.50. Once at the end of the line, another fare must be paid. A transfer is 0.25¢. Therefore, you might prefer to purchase a day-pass for \$3.50 or a weekly pass for \$15.00 when taking these trips as it would be more cost-effective.

1. You must bring a current CDL License. Your CDL and endorsement status must be verified before the interview takes place. If you do not have a "P" endorsement on your license and/or have an Airbrake restriction, you cannot proceed to the interview.

2. You must bring a completed application packet to the interview. A packet will be sent to you along with the above referenced bus schedules after you make your interview appointment. Your current mailing address, phone number and license status will be confirmed when you call to make your interview appointment. All application paperwork must be completed accurately, thoroughly, and legibly, or it will not be accepted.
3. You must bring a *current* motor vehicle record to the interview, including one from each state in which you resided in the past ten (10) years. All driving records must be obtained in-person from the Registry of Motor Vehicles (cost to obtain is currently \$20). Your record must be dated *no more than* 30-days from the date of the interview in order to be considered current and must be in good standing. Please do not request your driving record from the Boston Office, since it is not necessary to have the Registrar's signature on your record.

**Helpful Tip:** If you resided outside the state of Massachusetts within the past 10 years, it is advisable to obtain your out-of-state driving records (if applicable) for your files prior to being selected for an interview, since it can often take significant time to do so. Doing so will expedite MVR verification process if you are selected for an interview. Driving records from outside the state of Massachusetts can be dated more than 30-days from the interview date, as long as the date covers all the time in which you resided in that state.

4. Based on DOT regulatory requirements, all commercial driving positions you previously held within the past two years will be subject to verification and drug/alcohol history checks.
5. All work history, especially commercial driving experience, must be verifiable in order to be considered for this position. All work-related references must be acceptable and completed timely.
6. Current contact information for at least three-work related references (including most recent employment) must be provided during interview process. All work-related reference checks will be conducted during the pre-employment process and must be received prior to the start of training.
7. Your post-offer criminal background check (CORI) must not reveal any disqualifying criminal history.
8. Candidates who are offered a *trainee* position must pass a pre-employment DOT physical and drug screen. Obtaining a new DOT medical card from VATCo's designated medical provider will be required, even if you already have a current medical card. Refer to discussion on *Medical Requirements* above for important information in this regard.
9. Successful completion of the VATCo training program is required of all Bus Operators.

**NOTE:** Some advanced preparation may be required prior to starting class. For example, during the pre-employment process, trainees will be issued routing guide materials to review in preparation for class training.

10. **Flexible Schedule Requirement:** Current training occurs on a varied schedule Monday – Sunday, depending on a variety of factors including trainer/trainee availability, training

topics and other factors. Therefore, some schedule flexibility is required during the initial training period.

Once training is completed, your specific workdays, specific days off and specific work hours are based on seniority and the result of the bidding process and are subject to change with each work bid. It is expected that you will regularly be required to work Saturdays and/or Sundays, and/or during the evenings. VATCo currently operates bus service on all holidays except Thanksgiving and Christmas. No guarantee of any specific holiday off can be made. Service is reduced when area colleges are not in session, thereby reducing the number of shifts available for part-time employees.

11. You must obtain a DPU card if hired. The company will sponsor obtaining the DPU card if you do not already have one.

12. You will be required to complete the self-certification process either in-person at the Massachusetts Registry of Motor Vehicles or (2) online using the RMV's online service. Regardless of whether you completed this process in the past, you must do so again after you complete your pre-employment and DOT physicals and obtain a current medical card.

If you would like to submit your resume and cover letter after your thorough review of this information, please follow the instructions under "*Submitting your Cover Letter and Resume*" section above.