

## Springfield Area Transit Company Job Description

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**Job Title:** CDL Trainer – Public Transit Bus  
**F.L.S.A. Status:** Full-time, Exempt level  
**Reports to:** Manager of Safety & Training  
**Pay Rate:** \$54,000-\$60,000 annual.  
**Hours:** Monday – Friday (8:30 a.m. – 5:00 p.m.)  
Occasional evenings/Saturdays required

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**Position Summary:** Under the direct leadership of the Manager of Safety & Training, this position serves as an integral part of the SATCo Training Team. With a primary focus on delivering on-going CDL Training, this position will provide full CDL training to newly hired SATCo/VATCo employees whose positions require a Commercial Drivers’s License (specific to Passenger Vehicles/Public Transit Buses); lead classroom theory training, yard (maneuver) and road training; and all related training components which result in obtaining a CDL Class B with Passenger Endorsement and Airbrake; assist with meeting overall company-wide training needs and provide suitable training solutions for operations and maintenance department employees; implements effective methods to educate employees and enhance job performance and safety. This position coordinates all training activities with the Safety & Training Manager and other personnel.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

*Prepare and deliver all aspects of the Company’s CDL Training Program:* Engage in all related training activities from initial hire to permit preparation training and preparation for, and successful completion of CDL Road Tests. NOTE: Passenger Endorsement Add-on and Airbrake Restriction removal training is also part of the CDL Training Program.

Conduct CDL Training for all positions requiring a Commercial Driver’s License and/or appropriate endorsements, including but not limited to newly hired Bus Operators and Mechanics, Fuelers, Bus Cleaners, etc.; provide preparatory training to trainees for obtaining the required Learner’s Permits (with appropriate endorsements) relevant to their positions; conduct CDL classroom Theory Training, Road and Maneuver Training; Road Test Preparatory Training; assist with coordination and scheduling of all CDL Road Tests; and provide all necessary guidance and support to trainees throughout process.

Deliver CDL Training in a manner compliant with all related regulatory requirements at all times and in close coordination with the Manager of Safety & Training, modify as needed to keep current; participate in quarterly assessments and receive constructive feedback as needed to ensure all training activities are in line with Company training goals and objectives; assist with maintaining Entry Level Driver Training (ELDT) data according to established procedures set forth by the Federal Motor Carrier Safety Administration (FMCSA) ; perform trainee evaluations through checklists and observation; monitor and document progress; identify any gaps and provide additional assistance as necessary; maintain all related recordkeeping according to established procedures; including but not limited to daily attendance, progress notes, evaluations, etc.

*Serve as a frontline trainer in all Company training initiatives:* With a primary focus on in-house CDL Training (with Passenger Endorsement and Airbrake), the CDL Trainer will serve as integral

team member in the Company's Training & Development Programs. Other classroom and individualized training sessions may include but not be limited to:

- *On-Board and General Bus Operator Training:* Including but not limited to Assault Awareness, Accident/Incident Training, Smith System Training, Wheelchair Securement Training (ADA), Transit Ambassador Training (including multiple training modules); Route Training, Refresher Training, Smith System Training; Discipline-related Training; and Bus Equipment Training.
- *Bus Operator Training Program for newly hired Bus Operators:* On as-needed basis, assist with delivering various training topics to new hires enrolled in the Company's Bus Operator Training Program to ensure training program is completed timely (within a 6–8-week period). Such hands-on training may include both in the classroom and On-the-Road modules.
- *Refresher Training:* Conduct refresher training as needed, including but not limited to fare box protocol, company policies, wheelchair securement, workplace safety, etc.
- *Safety Training:* Conduct needs analyses; identify trends and determine training needs; evaluate needs and make recommendations for new equipment and/or other solutions.

*Provide general assistance and support to Bus Operators:* Provide operations support to Bus Operators during the course of day-to-day operations, especially as such support pertains to training needs and staff development; respond to Bus Operator requests for assistance and direct to appropriate personnel as needed; and assist with accuracy of information provided to Supervisors through emails, notices, equipment manuals and dispatch, etc.

*Assist with updating policies & procedures:* In close coordination with relevant personnel, assist with keeping Operations Policies & Procedures current, including but not limited to GFI Manual for Farebox Use, Bus Operator Manual, CDL Registry, etc.

## **Summary of Education and/or Experience**

**Qualifications and Experience:** Must have a valid CDL Class A or B license with Passenger Endorsement and no Airbrake restriction; must have excellent overall driving record; at least 3 years of experience driving a commercial passenger vehicle (e.g. transit bus, school bus, motor coach, etc.); must possess a clean driving record and have no DUI in the past 10 years; must be physically able to operate motor vehicle; must be patient and a good leader and teacher to students; have strong verbal and written communication skills; demonstrate empathy in the classroom and yard with students; demonstrated experience with conducting classroom ELDT training, basic maneuvers, drilling pre-trip, ABT's, Road Test maneuvers, roadwork, mock testing for Road Test, and Road Test Sponsoring.

Associate degree with a minimum of 3-5 years related experience and/or training; or equivalent combination of education and experience. Position requires demonstrated training experience, both in small groups in a classroom setting; must be able to employ multiple training/teaching methods; experience conducting needs assessments and developing and delivering training programs from beginning to end; excellent communication, organizational, and interpersonal skills; must be comfortable making group presentations and be able to teach others effectively; demonstrated ability to deal with multiple constituencies at all organizational levels with high degree of professionalism; ability to understand state, federal and other related regulations; ability to read and interpret documents such as

safety rules, policy procedure manuals, and other instructions and incorporate into daily functions; ability to write routine reports and correspondences.

### **Certificates, Licenses, Registrations**

Valid Commercial Driver's License with Passenger and Airbrake Endorsements; Acceptable driving record; Must possess valid medical card and DPU card at all times.

**Preferred Qualifications:** Driver Training Instructor License; Transit Ambassador Training Certification; Smith System Certification; Prior supervisory experience.

**Supervisory Responsibilities:** None.

**Reports to:** This position reports directly to the Director of Operations.

**Supervision From:** Receives direct supervision, oversight and mentoring from Manager of Safety & Training.

**Work Assignments Received From:** Manager of Safety & Training.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies:

*Analytical* - Collects and researches data; Uses intuition and experience to complement data.

*Problem Solving* - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

*Technical Skills* - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

*Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

*Interpersonal Skills* - Maintains confidentiality; Keeps emotions under control.

*Oral Communication* - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

*Written Communication* - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

*Judgment* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

*Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality* - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.

*Quantity* - Completes work in timely manner, Works quickly.

*Safety and Security* - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions.

*Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

*Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

*Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan.

*Initiative* - Undertakes self-development activities; Takes independent actions and calculated risks; Asks for and offers help when needed.

*Innovation* - Meets challenges with resourcefulness; Presents ideas and information in a manner that gets others' attention.

*Mathematical Skills*- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

*Reasoning Ability*- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to view, sit, talk, and/or hear. The employee is occasionally required to stand, walk, climb stairs (e.g., on the bus), and use hands to finger, handle, or feel and reach with hands and arms. Moderate use of computer, keyboard, and mouse; Specific vision abilities required by this job include vision, color vision, and ability to adjust focus, with frequent viewing of computer screen and video equipment is required. The employee must also lift and/or move up to 10 pounds on an occasional basis. The ability to travel within a 25-mile radius is required (use of a company vehicle may be provided). Work is performed in a classroom and in the field, involving exposure to weather and physical demands involved in demonstrating techniques and methods.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts (steering wheel, door mechanism). The employee is frequently exposed to wet and/or humid conditions, outside weather conditions and vibration. The employee may also be occasionally exposed to fumes. The noise level in the work environment is usually moderate.