



## Greyhound Motor Coach Operator

### Motor Coach Operator

Motor coach operators are needed to drive for Greyhound Lines, Inc. This position requires you to be on-call 24/7 to transport passengers as well as manage packages on the coach from the package express department. Safety, quality customer service and professionalism are hallmarks for this position. You must be able to report to work within 2-hours and be prepared to be on the road for 3-days.

### Minimum Qualifications to Apply for Training Enrollment

1. At least 22 years of age
2. A valid driver's license
3. Minimum of three (3) year's driving experience with a valid license (Commercial or private)
4. Able to lift up to 100 pounds
5. Good character and positive work history
  - Consent to and pass a background check, a drug screen, DOT physical, and a human performance exam base on job responsibilities
  - Able to legally cross US borders
6. Good driving record
  - No more than two (2) moving convictions/collisions in the past three (3) years or no more than three (3) moving convictions/collisions in the past five (5) years) (Speeding, tailgating, improper passing, failure to yield, Illegal turns, running a red light/stop sign are examples of moving violations)
  - No license suspensions related to moving violations or drugs in the past ten years (Suspensions for physicals, insurance lapses, failure to pay fine and failure to appear are exempt under the ten-year rule)
  - No driving convictions related to alcohol or illegal drugs

### Essential Job Functions

1. Must be able to load and unload baggage and boxes from the ground to the bus bin and from the bus bin to the ground.
2. Must be able to carry baggage and boxes a distance of 50 ft.
3. Must be able to place baggage and boxes on cart and push to the bus over uneven and unpaved terrain for a distance of 150 ft.
4. Must have good hand strength in both hands to pull open doors and grip steering wheel.
5. Must be able to climb and descend 32-step where each step is 9-inches high.
6. Must be able to wear a seatbelt in the cockpit without obstructing controls and must be able to safely access brakes and accelerator.



7. Must be able to walk pass the driver safety shield to enter cockpit.
8. Must be able to open the escape hatch in the roof and exit out of it.
9. Must be able to reach overhead to access doors and hatches.
10. Must be able to sit with good posture while driving for a minimum of 5-hours.

### **Candidate Interview**

Interviews will be held at the local Greyhound Terminal. Your contact person will be **the local city manager**. The local manager will be looking for the best fit person for his/her driving team. Only these applicants will be contacted. The city manager will contact you by email. Please do not call the location if you have not received an interview invitation. If invited to an interview, you will be required to bring the following:

1. A current Motor Vehicle Record
2. Your driver license
3. Your social security card
4. Photocopy of your driver license and social security card
5. Passport (if you have one)
6. Complete courses 1-20 in Driving on Target and take the on-line quizzes.
7. Create a study guide by printing out the "Course Materials" link in Driving on Target for courses 1-20. These are to be completed and arranged in a notebook.
8. Resume (optional)
9. Complete the attached application and bring to the interview.
10. Read the "Professional Motor Coach Operator" document attached and review other application and training information about Greyhound at [www.greyhound.com](http://www.greyhound.com)

### **Phase I – Online Training**

After your interview you will be required to pass a drug screen and a DOT physical. You will then be enrolled into the training program. Acceptance into the training program will require you to complete the online training courses 21 – 40 and add your work to your study guide to progress to Phase II. You will be required to score 90% or higher on all quizzes and 80% or higher on all mastery tests. Phase I will also require you to attend a 1-day training class at the terminal, "Realistic Operator Preview." This will provide a realistic preview of what a motor coach operator does every day.

### **Phase II Driving School**

You will train for two weeks at our national training center. Transportation will be provided. In addition, two meals and a room will be provided each day. You will have a room mate. Training will consist of:

1. Demonstrate proficiency on a closed skills course.
2. Pass a log exam.
3. Demonstrate excellent service skills.



4. Demonstrate proficiency in both day and night driving
5. Demonstrate safe driving skills on the open road.
6. Demonstrate you can physically perform the requirements of a driver.
7. Demonstrate proficiency in performing a pre/post trip inspection.
8. Demonstrate professionalism in your appearance, speech, interaction with others and your ability to manage difficult situations.
9. Log 50+ hours of driving.
10. Participate in classroom and coach-side discussions.

Dress and grooming standards are a must to demonstrate professionalism. The uniform standards for all students are:

- White collared shirts, long black pants (no jeans or dungarees)
- Black tie, black socks, black shoes (no loafers, sneakers, sandals)
- No hats allowed. No coats while driving
- A watch, pen and name tag are required

The grooming standards for Men are:

- No beards (mustaches above the lip-line)
- Hair above the collar
- Sideburns above the earlobe
- Fingernails trimmed neatly
- No earrings

The grooming standards for Women are:

- Hairstyle must be conservative (cannot block any side of the face)
- Fingernails trimmed neatly
- Excessive jewelry is not permitted (no large earrings)
- hair must be above the collar

### **Phase III Finishing School**

A Greyhound driving instructor will be assigned to assist you in your training. In this training you will be expected to:

1. Demonstrate and perfect safe driving skills.
2. Demonstrate high ethical and service standards.
3. Demonstrate competency in close quarters/inner city driving, highway driving and mountain driving.
4. Demonstrate driving competency on all coach models.
5. Demonstrate your knowledge and ability to drive all local routes.
6. Maintain the Driver Guide, Log and Performance Standards books.
7. Complete all online courses and add to your study guide.
8. Pass a final road test.