

EAST YORKSHIRE MOTOR SERVICES LIMITED

JOB DESCRIPTION

- 1 **JOB TITLE:** COACH DRIVER
- 2 **MAIN OBJECTIVES:** To drive Company vehicles to provide an efficient, reliable, quality bus service in accordance with safety legislation and Company procedures. To follow the tour instructions as per the work ticket / information or the directions of the hirer / courier. When allocated local bus duties to collect fares and to ensure the safety of passengers, vehicles, employees and other road users.
- 3 **RELATIONSHIPS:** Directly responsible to: Coaching Operations Manager
- Regular and direct working relationships with: Operations Manager
Coaching Manager
Coaching Assistant
Detailers
Fitters
- Direct working Relationships with: Customers/General Public
- Indirect Working Relationships with: Senior Managers /Group Officers
- 4 **KEY RESPONSIBILITIES:**
- (a) To drive any Company vehicle in accordance with the legal requirements and Company procedures following duties allocated by the Operations Staff.
 - (b) To communicate with customers in a clear concise and polite manner and to ensure they are respected and made to feel welcome regardless of age, sex, race, colour or culture.
 - (c) When allocated local bus work to collect fares, issue tickets, passes, etc and account for all monies taken in accordance with Company procedures.

- (d) To follow all legislative requirements concerning Drivers' hours regulations, including the use of tachographs, if appropriate.**
- (e) To ensure that any vehicle is driven with due care and attention, ensuring the safety of the passengers and general public. To ensure that defensive driving is practiced throughout every journey, being aware of potential hazards and how to avoid them, complying with Company procedures when parking or handing over vehicles.**
- (f) To ensure the Driver 'First Use' and defect procedure is fully completed to ensure safety and road-worthy condition of the vehicle.**
- (g) To ensure customers with special needs are given every assistance and attention, and to be able to control difficult/challenging customers within legislative and Company procedures.**
- (h) To report any incident that involves injury, damage to any passenger, pedestrian or third-party property immediately, in line with Company procedures.**
- (i) To handle any emergency which may arise, including following procedures in the event of a vehicle fire.**
- (j) When working on local bus to ensure that registered routes and timetables are observed, as required by the Company's commitment to the Traffic Commissioners, and to copy with external factors which may occur preventing the completion of planned journeys, and ensuring that problems with reliability are reported to the Company as soon as possible.**
- (k) To carry out duties safely in accordance with all Company and legal requirements, and be fully conversant with the duty of employees under the Health & Safety legislation.**
- (l) To ensure prompt and accurate completion of all appropriate reports.**
- (m) To promote the company generally and do everything possible to enhance the company's image through appearance and behaviour,**

ensuring that they report for duty sober, in smart uniform and on time.