



Bus Operator Application and Selection Criteria Guidelines

1 INTRODUCTION

Thank you for applying for a position with Metro Tasmania.

This application pack forms part of Metro Tasmania's overall recruitment process. Please read the following information carefully and then provide the details requested so we can evaluate and process your application quickly and effectively.

2 WHO WE ARE

Metro Tasmania Pty Ltd is a State-owned company established in February 1998. The company trades as Metro and operates bus services in Hobart, Launceston and Burnie. Metro is the largest passenger transport company in Tasmania.

3 OUR VISION

To be the most attractive travel option for the Tasmanian public in Metro's contract areas.

4 OUR BUSINESS PURPOSE

To be a sustainable bus company connecting people and communities.

5 OUR VALUES

5.1 SAFETY

We take pride in everyone getting home safely, by

- Having a safe workplace
- Putting safety first

5.2 RESPECT

We show respect for everyone at all times by acting with integrity in all our actions, words, and intentions.

5.3 RESILIENCE

We have the courage to deal with our day-to-day challenges, showing

- Determination
- Commitment
- Strength

5.4 UNITY

We work together with honesty and transparency

- We listen
- We collaborate
- We cooperate
- We celebrate success

5.5 SERVICE DRIVEN

We take pride in what we do and it is our pleasure to deliver an outstanding experience for everyone:

- Recognising we have internal and external customers
- Continually challenging ourselves to do things better
- Striving for excellence

6 REQUIREMENTS

In order to be considered for a role Metro, you must have the following:

- a) Be able to meet the requirements set out by the Department of State Growth to obtain an Ancillary Certificate to drive a Public Passenger Vehicle (PPV).

Requirements can be found at the Department of State Growth Transport website:

www.transport.tas.gov.au/licensing/getting-a-licence/public_passenger_vehicles_-_ancillary_certificate

- b) A National Police Certification (issued by Tasmania Police) – this must have been issued within the last six months.

6.1 EXPERIENCE

- a) Previous customer service experience is essential.
- b) Prior experience in driving a heavy vehicle is highly regarded but not essential.

6.2 WORK HEALTH, SAFETY AND ENVIRONMENT

Bus Operators have a responsibility to:

- a) Comply with the WHS regulations, codes of practice and safe work instructions.
- b) Before starting any work, ensure their own health and safety and that of others is not endangered by the actions or work they are about to undertake.
- c) Report hazards and incidents to their supervisor.
- d) Not tamper or interfere with or misuse any device or equipment used for health and safety purposes.
- e) Actively participate in health and safety meetings, training and discussions.
- f) Follow and comply with, policies and procedures, guidelines, safe operating procedures, safe work instructions.

6.3 APTITUDE

Excellent interpersonal and people skills, with the ability to:

- a) Relate to passengers, answer their questions and offer assistance.
- b) Understand and comply with the road rules, regulations and industry codes of practice.
- c) Understand the specific requirements to assist passengers with special needs to access and use the bus service.
- d) Work in a diverse and challenging environment.

- e) Carry out written or oral instructions.
- f) Write simple correspondence and complete forms.

6.4 OTHER REQUIREMENTS

- a) Applicants **must not** have applied for a driving position with Metro a in the last six months.
- b) Metro's fleet of buses are fitted with seats that have a manufacturer's stated safe working load, for this reason applicants must not weigh more than 130kg.
- c) If you are successful in gaining employment with Metro **you will be** required to provide proof that you are progressing an application for Working with Vulnerable People Registration.

For more information on Working with Vulnerable People Registration please visit:

www.justice.tas.gov.au/working_with_children

7 HOW TO APPLY

Metro generally requires all job applications to include a cover letter, resume and the Bus Operator Application Form. Please also attach copies of your relevant licences and your National Police Certificate.

Your resume should include any previous jobs you have held, including the months and years that you held these jobs, your qualifications and experience.

It is not necessary to address the essential criteria of the Bus Operator position; however you may feel in your cover letter you wish to highlight any specific skills and experience you have to help us in our shortlisting.

Please note that we acknowledge all applications, so if you do not hear from us within a few days we may not have received your application.

Please send your application to:

Email to:
recruitment@metrotas.com.au

Post to:
Human Resources Department
Metro Tasmania
PO Box 61
Moonah Tasmania 7009

7.1 IMPORTANT INFORMATION FOR APPLICANTS

All correspondence will be sent to you via email.

Metro cannot be held responsible if you do not receive important information due to an email address not being provided correctly.

If you do not respond to correspondence sent to you in a timely manner, we will presume you have withdrawn from the recruitment process.

Applicants who submit incomplete applications or do not provide all requested documentation **will not** be considered for employment.

Confidential

Bus Operator Employment Application Form

1. Location and type of position you are applying for

Hobart Launceston Burnie
Full Time Part Time Casual

2. Personal details

Full name: _____

Residential address: _____

Postal address: _____

3. Contact details

Email: _____

Mobile: _____ Home: _____

4. Driver's licence details

Please attach a copy of your Driver's licence when submitting your application.

Driver's licence no: _____ Expiry date: _____

Class: _____ State: _____

Licence conditions: _____

Australian licence held in years: _____

5. Qualifications and competencies

Please list any qualifications, certificates of competence or additional experience you may have:

6. Employment history

Please provide details of employment for the last 10 years, starting with your most recent employer.

Employer: _____

Position: _____

Commencement date: _____ Finish date: _____

Reason for leaving: _____

Employer: _____

Position: _____

Commencement date: _____ Finish date: _____

Reason for leaving: _____

Employer: _____

Position: _____

Commencement date: _____ Finish date: _____

Reason for leaving: _____

Employer: _____

Position: _____

Commencement date: _____ Finish date: _____

Reason for leaving: _____

Employer: _____

Position: _____

Commencement date: _____ Finish date: _____

Reason for leaving: _____

7. References

Referees should be Supervisors or Managers and cannot be work colleagues. If you are unable to provide management references please outline why and provide optional references. Please confirm the following:

- In providing references, I consent to verbal or written information being obtained from my referees for the purposes of assessing my suitability for this position.
- I have notified my referees that they may be contacted and understand that the information will be supplied by my references in confidence.

Name and title: _____

Company: _____ Relationship to applicant: _____

Contact details: _____

Name and title: _____

Company: _____ Relationship to applicant: _____

Contact details: _____

Name and title: _____

Company: _____ Relationship to applicant: _____

Contact details: _____

For our information, please state where you saw the advertisement for this position:

- Speculative application
- Metro website
- Seek
- Examiner
- Mercury
- Referral from existing employee

Name of employee: _____

8. Health and wellness

It is your responsibility to ensure that you do not have any medical condition that may affect your ability to carry out the functions and responsibilities of the position.

Describe your current state of health:

- Excellent Very good Average

What is your weight? _____ kg

Are you aware of any reason medical or otherwise, why you may not be able to obtain an Ancillary Certificate to drive a Public Passenger Vehicle?

- No Yes

or

Are you aware of any reason, medical or otherwise, why you may not be able to completely perform the duties of a Bus Operator?

- No Yes

If you answered yes to either of the above questions, please provide further details:

Compensation

Have you ever received, or are you currently receiving any workers compensation for any injury or disease?

- No Yes

If you answered yes, please provide further details:

Employer at the time: _____

Period of injury or illness: _____

Details:

Employer at the time: _____

Period of injury or illness: _____

Details:

9. Declaration

I hereby declare:

- a) That the answers to the above questions are, to the best of my knowledge, true and correct;
- b) I fully understand that I must agree to register a zero (0.00%) drug and alcohol level at all times during working hours or at any other time while in charge of a company vehicle plant or equipment and that I may be requested to undertake a drug and alcohol test to determine this;
- c) That I agree to undergo any medical examination (at the expense of the company) as may be requested by Metro Tasmania, whether before or after employment has commenced;
- d) That if my application for employment is accepted, I will be bound by and will at all times observe and respect such terms and conditions of employment and such policies and procedures as may from time to time be specified or otherwise stipulated by Metro Tasmania;
- e) I fully understand that if my answers to any of the questions above are misleading, or do not disclose a condition or restriction that inhibits me from meeting the full requirements of the position of Bus Operator carrying public passengers, that Metro Tasmania will consider it to be repudiation of the contract of employment resulting from this application, for which termination of employment will be justified;
- f) I acknowledge that Metro Tasmania operates under an Award/Enterprise Agreement. I shall adhere to the provisions and conditions as specified within the Award/Agreement. and
- g) I acknowledge that Metro Tasmania operates under a Code of Conduct and if my application for employment is accepted I will be required to comply with the standards outlined in the Code of Conduct.

Signed: _____ Dated: _____

Self-Assessment

Name: _____

This self-assessment is aimed at helping you determine whether you have the necessary qualifications, capabilities and qualities required to be a professional Bus Operator.

Mandatory – must have	N	Y	Details if applicable
I am able to meet the requirements set out by the Department of State Growth to obtain an Ancillary Certificate to drive a Public Passenger Vehicle.	<input type="checkbox"/>	<input type="checkbox"/>	
I have attached a current National Police Certificate (date of issue within last six months) or have provided evidence that I have applied for one.	<input type="checkbox"/>	<input type="checkbox"/>	
I have or I am progressing towards a Working with Vulnerable People (WWVP) Registration (provide registration number).	<input type="checkbox"/>	<input type="checkbox"/>	
I am an Australian citizen, permanent resident or a visa holder that allows me to work in Australia (provide copy).	<input type="checkbox"/>	<input type="checkbox"/>	
I am willing to undergo a medical assessment (at Metro's expense) that includes providing a urine sample for drug testing and undertaking a physical assessment.	<input type="checkbox"/>	<input type="checkbox"/>	
I am Willing to undertake periodical drug and alcohol testing.	<input type="checkbox"/>	<input type="checkbox"/>	
I have a passion to drive in a safe and professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	
I have my own reliable transport.	<input type="checkbox"/>	<input type="checkbox"/>	

Desirable – may have	N	Y	Details if applicable
I have a current Medium Rigid (MR), Heavy Rigid (HR) or Heavy Combination (HC) licence	<input type="checkbox"/>	<input type="checkbox"/>	
I have experience of working previous shift work	<input type="checkbox"/>	<input type="checkbox"/>	

I am willing and able to	N	Y	Details if applicable
Adhere to Metro's Values	<input type="checkbox"/>	<input type="checkbox"/>	
Comply with the WH&S regulations, codes of practice and safe work instructions	<input type="checkbox"/>	<input type="checkbox"/>	
Deliver high quality service to Metro customers	<input type="checkbox"/>	<input type="checkbox"/>	
Contribute to Metro's commitment to a harmonious and diverse workforce	<input type="checkbox"/>	<input type="checkbox"/>	