

## ***Support - ttconnect Bus Driver***

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### **POSITION CLARIFICATION:**

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Reporting to the Head, ttconnect, this position is primarily geared towards ensuring the safe transportation of all assigned persons and vehicles to approved destinations as advised. This is an entry level position which requires a professional, efficient, approachable presence, and maintains a high level of customer service to staff and customers at all times. The Driver is responsible for safely operating the buses / vehicle(s) and must ensure that the vehicle is in good operating condition at all times, pickup and drop off staff and personnel as per the schedule, assist in maintaining order and security on the vehicle and company sites and obey all laws, regulations and rules of conduct. The Driver must also interact with members of the public in a courteous, professional, customer-centric and respectful manner. The driver is also required to receive complaints from members of the public. The driver must adhere to the company's policies and procedures and must obey all driving and traffic regulations

### **KEY AND CRITICAL RESPONSIBILITIES include:**

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- Operate all assigned ttconnect Express buses and iGovTT vehicles in a safe manner as in accordance with the laws of the Republic of Trinidad and Tobago;
- Be the liaison between PTSC and the Channel Specialist regarding any maintenance issues with the buses and or other assigned vehicles;
- Maintain communication with the Channel Specialist on daily basis;
- Perform daily safety and maintenance checks on vehicles;
- Provide assistance with the assigned security guard to secure staff, clients and the assigned vehicle at all times;
- Immediately advise the Channel Specialist or iGovTT employee of any repairs or maintenance issues that may be needed on assigned vehicle;
- Upon arrival at docking site, the driver makes ready the customer waiting area by opening and positioning the bus's awning, external banners, chairs and tables. At the close of the day, while still at the docking site he/she is responsible for setting down, folding and securing awning, banners, chairs and tables and generally all assets are placed back on the bus as well as ensuring that the docking site is left as it was met;
- Clean the bus as scheduled and/or required;

- Provide support at the docking site as advised by the ttconnect Express Manager this may include but is not limited to providing accurate information to clients waiting to be served;
- To provide visitors with helpful advice, guidance and information and when he/she is unable to do so, direct the customer to the relevant members of staff;
- Provide support in an emergency or evacuation situation, in a calm and professional manner;
- Ensure that all doors including exit doors are kept free of obstructions, reporting to the Channel Specialist any defects or maintenance issues where necessary;
- Responsible for ensuring the effective control and security of keys while on duty;
- Complete relevant records and log books, in a professional manner providing sufficient detail and keep records of trips, scheduled delays and mechanical problems;
- Comply with Fire, Health and Safety, Security and other policies and procedures of the organization;
- Actively maintain the confidentiality of organizational information that may be disclosed by staff;
- Undertake any other duties as may reasonably be required in relation to the job;
- Assist disabled passengers into and out of vehicle and use the wheelchair ramp for doing so;
- Assist with and perform daily routine checklist on mornings and evenings during handover and maintenance activities;
- Support and comply with Fire, Health and Safety, and Security policies and procedures;
- Undertake any other duties as may reasonably be required in relation to his job.

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**KEY COMPETENCIES:*****Knowledge & Experience:***

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- Minimum of 5 years' experience in driving Class V vehicles;
- Sound knowledge of vehicle maintenance requirements;
- Ability to communicate clearly and efficiently both written and verbal;
- Sensitivity and skill in interacting with people from a wide range of social, economic and cultural backgrounds;
- Well-groomed and with the ability to present a positive impression of self and organization;
- Ability to work with teams;

- Excellent interpersonal skills;
- Ability to use initiative and confidentiality;
- Pleasant disposition and well mannered

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**Education/Accomplishments:**

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- 5 CXC O' levels inclusive of English
- Valid driver's permit and Class V Vehicle Endorsement (extra heavy vehicles);
- OMNIBUS Certification;
- Defensive Driving Certification
- Certificate of Character

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**How to Apply:**

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- Applicants are to submit their applications via email to [igovtt-careers@igovtt.tt](mailto:igovtt-careers@igovtt.tt) stating Name, Position being applied for and Contact Information in the subject line. Deadline date for the submission of applications: **18 March 2019**.

*Please be advised that only suitably qualified candidates shall be contacted.*

**NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED**  
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**[www.igovtt.tt](http://www.igovtt.tt)**