

Bus Attendant Job Description

A comprehensive job description template
for Australian public transport and passenger service businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and transport industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Bus Attendant / Passenger Services Assistant / Transit Attendant

1.2 Position Summary

The Bus Attendant is responsible for providing passenger assistance, ensuring safety and comfort on buses and transit vehicles, and delivering excellent customer service to public transport users. This role supports the bus driver and focuses on enhancing the passenger experience through helpful service, safety monitoring and professional conduct.

The position requires strong customer service skills, physical fitness for assisting passengers with mobility needs, awareness of safety procedures and the ability to remain calm and helpful in busy or challenging situations. Bus Attendants play a vital role in ensuring accessible, safe and pleasant public transport services.

1.3 Reporting Structure

This position reports to:

- Operations Supervisor / Depot Manager
- Route Coordinator
- Bus Driver (during service)

1.4 Employment Type

This position is available as:

- Casual (on-call basis for peak periods)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Passenger Assistance

- Assist passengers boarding and alighting from the bus safely
- Help elderly, disabled or mobility-impaired passengers with accessibility equipment
- Operate wheelchair ramps, lifts and securing devices
- Assist passengers with prams, luggage and personal belongings
- Provide guidance and information to passengers regarding routes and stops
- Help passengers find available seating
- Respond to passenger questions and requests courteously

2.2 Safety Monitoring

- Monitor passenger behaviour and ensure compliance with safety rules
- Ensure aisles and doorways remain clear during transit
- Check that passengers are safely seated before the bus departs
- Identify and report safety hazards or concerns to the driver
- Ensure wheelchair passengers are properly secured
- Assist with emergency evacuations if required
- Monitor vehicle capacity and advise driver when full

2.3 Ticket Checking

- Check passenger tickets, passes and travel cards
- Ensure passengers have valid fare payment
- Direct passengers without valid tickets to payment options
- Report ticketing issues or fare evasion to appropriate authorities
- Assist passengers with electronic ticketing systems
- Provide information about fares and concession entitlements

2.4 Customer Service

- Greet passengers warmly and provide friendly, helpful service
- Answer questions about routes, timetables and connections
- Provide assistance to passengers who speak limited English
- Help passengers with special needs or requirements
- Manage difficult situations calmly and professionally
- Report passenger complaints or feedback to management
- Represent the transport operator positively at all times

2.5 Cleanliness Maintenance

- Monitor bus cleanliness during service
- Pick up litter and dispose of rubbish in designated areas
- Report significant spills or cleaning requirements
- Ensure wheelchair and accessibility areas remain clean and accessible
- Assist with end-of-route bus checks and clean-up
- Check for lost property and report items found

2.6 Emergency Response Support

- Remain calm and assist passengers during emergencies or incidents
- Follow emergency procedures as trained

- Help evacuate passengers safely if required
- Provide first aid assistance within scope of training
- Contact emergency services when necessary
- Complete incident reports accurately and promptly

2.7 Compliance and Communication

- Follow all transport safety regulations and company policies
- Maintain professional appearance and conduct at all times
- Communicate effectively with bus drivers and operations staff
- Report service issues, delays or incidents to supervisors
- Complete shift documentation and passenger assistance logs
- Participate in safety briefings and training sessions

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service

Friendly, helpful and patient approach to passenger service. Ability to remain courteous under pressure. Strong interpersonal skills. Willingness to go the extra mile to assist passengers.

Communication

Clear verbal communication skills. Ability to provide instructions and information to diverse passengers. Good listening skills. Calm and professional manner when dealing with concerns.

Physical Fitness

Ability to assist passengers with mobility needs, including lifting and supporting. Physical stamina to stand for extended periods. Manual dexterity to operate accessibility equipment. Capacity to move quickly when assisting passengers.

Safety Awareness

Understanding of passenger safety requirements. Ability to identify hazards and risks. Knowledge of emergency procedures. Vigilance in monitoring passenger behaviour and bus environment.

Patience

Ability to remain calm and patient with diverse passengers including children, elderly and people with disabilities. Tolerance for delays and challenging situations. Compassionate approach to vulnerable passengers.

Reliability

Punctuality for scheduled shifts. Dependable attendance record. Commitment to completing assigned routes and duties. Responsible approach to work obligations.

3.2 Personal Attributes

- Friendly and approachable personality

- Helpful and service-oriented mindset
- Patient and empathetic with passengers of all backgrounds
- Professional presentation and conduct
- Flexible and adaptable to changing situations
- Physically fit and able-bodied
- Respectful of diversity and inclusion
- Calm under pressure or in difficult situations
- Reliable and punctual
- Positive attitude and team player

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work a flexible roster including early mornings, evenings and weekends
- Physical fitness to assist passengers with mobility needs
- Police check / criminal history check with satisfactory outcome
- Ability to stand and move about for extended periods

4.2 Desirable Qualifications

- First aid certificate (current)
- Customer service training or experience
- Experience working with people with disabilities
- Certificate III in Transport and Logistics or similar
- Previous public transport or passenger service experience
- Manual handling training
- Multiple language skills

4.3 Experience

Previous experience in customer service, public transport or working with diverse community members is valued. Experience assisting people with disabilities or mobility challenges is highly regarded. Entry-level candidates with the right attitude, physical fitness and commitment to service will be considered. Training in operating accessibility equipment and following safety procedures will be provided.

5. Working Conditions

5.1 Hours of Work

- Variable shifts based on route schedules and service needs

- Early morning shifts starting from 5:00-6:00am
- Evening shifts finishing around 10:00pm-midnight
- Weekend and public holiday roster requirements
- Split shifts may be required during peak service periods
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and moving about buses for entire shift duration
- Assisting passengers with physical support (supporting weight, guiding)
- Operating wheelchair ramps and lifts (manual and powered)
- Lifting and carrying items up to 10-15kg
- Bending, reaching and kneeling to assist passengers
- Working in moving vehicle environment

5.3 Work Environment

- Working on buses and at bus stops/terminals
- All weather conditions including heat, cold and rain
- Close interaction with diverse members of the public
- Busy periods with high passenger volumes
- Noise from bus engines, traffic and passengers
- Occasional challenging or difficult passenger interactions

5.4 Uniform and Presentation

- Company uniform provided and must be worn at all times
- Neat and tidy personal appearance required
- Closed-toe, non-slip safety footwear required
- Name badge or identification to be displayed
- High-visibility vest or clothing for safety
- Uniform must be clean and well-maintained

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Passenger Vehicle Transportation Award 2020 (MA000063). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in the passenger transport industry including bus services, public transport and passenger assistance roles.

6.2 Classification Level

Bus Attendants are generally classified under the award as:

- Level 1: Entry-level bus attendant with limited experience
- Level 2: Experienced bus attendant with demonstrated competency
- Level 3: Senior attendant with additional responsibilities or specialised skills

The specific classification level will be determined based on experience, qualifications and the scope of duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Early morning and night work: Additional penalties may apply

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Passenger Vehicle Transportation Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all passengers with respect, courtesy and dignity
- Maintain professional demeanour at all times
- Follow all company policies and transport regulations
- Represent the transport operator positively
- Arrive punctually for scheduled shifts in full uniform
- Report absences or lateness as soon as possible

7.2 Service Excellence

- Provide friendly, helpful service to all passengers
- Go the extra mile to assist passengers with special needs
- Remain patient and understanding in all interactions
- Handle complaints or concerns professionally and calmly
- Anticipate passenger needs and offer assistance proactively
- Maintain positive attitude even during busy periods

7.3 Safety Standards

- Prioritise passenger safety in all situations
- Follow safety procedures without exception
- Monitor passenger behaviour for safety concerns

- Report hazards, incidents or safety issues immediately
- Ensure accessibility equipment is used correctly
- Maintain awareness of emergency procedures at all times

7.4 Teamwork and Communication

- Work cooperatively with bus drivers and operations staff
- Communicate clearly regarding passenger needs and service issues
- Support colleagues during challenging situations
- Share information about route conditions or concerns
- Accept feedback positively and implement improvements
- Participate actively in team meetings and training

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining relevant experience
- Cover letter describing suitability for the role and availability
- Copies of relevant certificates (first aid, customer service, etc.)
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to assess customer service skills and suitability
- Physical assessment to confirm fitness for the role
- Police check and background verification
- Reference checks with previous employers

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____