

# FREQUENTLY ASKED QUESTIONS

## GENERAL

- 1. Will I be able to submit a paper application?*
- 2. Will my application automatically be considered for future job postings?*
- 3. Is a résumé required to apply?*
- 4. What can be expected during the hiring process?*
- 5. If I forget my password, do I have to create another account?*
- 6. Will I be allowed to edit my application after I submit it?*
- 7. Will you check my criminal background?*
- 8. Does GoTriangle require drug testing?*

## DRIVER/OPERATOR POSITION SPECIFIC

- 1. Do I need to possess a CDL (Commercial Driver License) to become a GoTriangle Bus Operator?*
- 2. How can I obtain a CDL Permit?*
- 3. What other qualifications are necessary to become a Bus Operator?*
- 4. Do I need to submit a copy of my CDL and other documentation when I apply?*
- 5. Are there physical requirements for being a Bus Operator?*
- 6. Does GoTriangle provide CDL training?*
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- 8. How much can I expect to earn while in training?*
- 9. Once I complete training, will my hourly rate change?*
- 10. What is the maximum hourly rate I can expect to earn as a Bus Operator?*
- 11. How long is the training program?*
- 12. What hours would I work as a Bus Operator with GoTriangle?*

1. Will I be able to submit a paper application?

No. Applications are considered only if submitted online. If you require reasonable accommodation because of a disability for any part of the application or hiring process, please contact 919-485-7448. Please indicate the specific assistance needed.

2. Will my application automatically be considered for future job postings?

No. You must apply to each job posting of interest even if the position title is the same. Each posting represents a separate opportunity.

3. Is a résumé required to apply?

No. A résumé is not required, but it is helpful in highlighting your experience. A résumé cannot be submitted in lieu of completing the employment and education sections of your application.

4. What can be expected during the hiring process?

- Confirmation of receipt of completed application
- Human Resources review
- Hiring manager review
- Communication from Human Resources for additional information or to move forward in the process with selected candidates
- Interview with the hiring manager and team members
- Background check to include criminal history, credential verification and drug screen
- Offer of employment to the top candidate
- Email notification if not selected

5. If I forget my password, do I have to create another account?

No. You can retrieve your password from the login page by clicking “Forgot Your Password?”

6. Will I be allowed to edit my application after I submit it?

No. Once you submit your application, you are unable to edit. Contact details can be edited in “Update Job Profile,” located under “My Account.”

7. Will you check my criminal background?

Yes. Background checks are performed on all candidates before an offer is extended. A candidate may be disqualified for employment based upon a criminal history of domestic violence, theft or drug possession.

8. Does GoTriangle require drug testing?

Yes. GoTriangle is a Drug Free Work Place and requires pre-employment drug testing and random drug testing of Bus Operators. Testing is performed in compliance with federal regulations under 49 CFR Part 40 and 49 CFR Part 655 (see summary of alcohol and drug abuse policy.) CDL drivers must never use narcotics or drugs, or abuse alcoholic beverages.

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1. Do I need to possess a CDL (Commercial Driver License) to become a Bus Operator?

Having a CDL is not a requirement for submitting an application; however, applicants who already have a CDL or permit will be given priority consideration. Individuals who are extended an offer of employment will be required to have a CDL Permit with a Passenger Endorsement before starting training. Also note, if you already hold a Class A or Class B CDL but do not have a Passenger Endorsement, you must take a passenger test to receive the Passenger Endorsement needed to drive a transit bus.

2. How can I obtain a CDL Permit?

To obtain a CDL permit, you must pass three written tests: a general knowledge test, an air brakes test and a passenger test. Tests are administered by the North Carolina DMV at all Driver’s License Offices. (Offices are open Monday through Friday.) We encourage applicants seeking a CDL to get a copy of the CDL manual to study before taking the written tests. For your convenience, the North Carolina Commercial Driver’s Manual is available online at [ncdot.gov](http://ncdot.gov). In addition, you may pick up a manual from any Driver’s License Office.

3. What other qualifications are necessary to become a Bus Operator?

The most important thing is to have a North Carolina Class B CDL (or permit) with a Passenger Endorsement. Other qualifications are a demonstrated relevant employment history, strong customer service skills, good decision-making skills and a keen sense of responsibility. You must also possess the knowledge and ability to comply with the Americans with Disabilities Act (ADA) and have completed a high school education or equivalent. In addition, a clean driving history and background check are required. Good attendance is essential for a Bus Operator.

4. Do I need to submit a copy of my CDL and other documentation when I apply?

No. Should you be selected to move forward in the hiring process, you will be contacted and provided instructions on how to submit additional documents.

5. Are there physical requirements for being a Bus Operator?

To safely operate a commercial motor vehicle, you must be in good physical condition. An NC DOT medical card is required to obtain a CDL for driving a transit bus. All commercial motor vehicle operators must be able-bodied and strong enough to drive their vehicles with ease. Individuals with chronic diseases such as heart trouble, seizure disorders, high or low blood pressure, fainting or dizzy spells, diabetes or any other physical or mental disability that could reduce driver control may not meet DOT requirements. GoTriangle requires a pre-employment functional assessment test for all drivers and operators.

6. Does GoTriangle provide CDL training?

Yes. As part of the regular training program, trainees who begin employment with a CDL permit will receive in-house training and testing required to obtain a CDL. After six months of employment, Bus Operators may be reimbursed for the expense of obtaining a Class B CDL with a Passenger Endorsement.

7. Will having points on my license disqualify me?

Applicants with more than two points will be disqualified automatically. Applicants with two or fewer points may still be considered for employment based upon a clean overall driving history and year of most recent violation.

8. How much can I expect to earn while in training?

You will receive the training rate of \$13 an hour and more if you have direct experience.

9. Once I complete training, will the hourly rate change?

Yes. The training period rate is \$13 an hour and lasts for 60 days. After the training period, the starting hourly rate increases to \$15 an hour. Rates also will increase when the employee has an annual performance review. Bus Operators also have the opportunity to earn an annual safety bonus of up to \$1,500.

10. What is the maximum hourly rate I can expect to earn as a Bus Operator?

We reward employees based upon performance. Operators receive annual merit increases and also are eligible for additional pay through an Operator Promotion Program.

11. How long is the training program?

The paid training program lasts 60 days and includes a combination of classroom, in-vehicle, route and in-service training. A training day is typically eight to 10 hours long. Candidates accepted into the training program should be prepared to be available for training during all GoTriangle operating hours. Trainees must attend all scheduled training classes.

12. What hours would I work as a Bus Operator with GoTriangle?

GoTriangle's service hours are from 4:55 a.m. to midnight Monday through Friday, from 5:55 a.m. to midnight on Saturdays and from 5:55 a.m. to 10 p.m. on Sundays. A Bus Operator's shift varies depending on the set schedule. Many Bus Operators work split shifts (morning and evening with a break in the middle of the day) on weekdays. Shifts are based on seniority. A new hire can expect to be scheduled to work a split shift and weekends.

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