

## **JOB DESCRIPTION**

<b>Job Title:</b>	<u>Vehicle Operator</u>	<b>Department:</b>	<u>Operations</u>
<b>Job Code:</b>		<b>Grade or Level:</b>	<u>NA</u>
<b>Reports To (Title):</b>	<u>Operations Manager</u>	<b>Effective Date:</b>	

<p style="text-align: center;"><b>JOB PURPOSE</b></p> <p><i>Essential intent of the job in a brief statement.</i></p>	<p>To provide safe passenger transportation</p>
<p style="text-align: center;"><b>CRITICAL RESULTS</b></p> <p><i>Key outputs (normally consistent year to year) necessary to achieve Job Purpose.</i></p>	<ul style="list-style-type: none"> <li>• Safe work performance and driving history</li> <li>• On-Time passenger pick up and delivery</li> <li>• Excellent Customer service</li> <li>• Professional demeanor and appearance</li> <li>• Reliable in attendance</li> <li>• Proper documentation of activities</li> </ul>
<p style="text-align: center;"><b>KEY RESPONSIBILITIES &amp; ACCOUNTABILITIES</b></p> <p><i>List the <u>key responsibilities and accountabilities necessary to fulfill this position's basic purpose. These are the actions that must be performed to achieve critical results listed above.</u></i></p> <p><i>Identify which of these are “essential functions” with an asterisk (*) at the end of each statement. (Functions are considered “essential” if: the function takes a significant amount of the employee's time; elimination of the function would fundamentally alter the position; failure to perform the function would have serious consequences.)</i></p> <p><i>Indicate the approximate % of time spent on</i></p>	<ul style="list-style-type: none"> <li>◆ Conduct pre- and post-trip inspections to ensure proper operating condition of vehicle and on-board equipment.</li> <li>◆ Successfully perform scheduled manifest by picking up all clients on time and delivering them to their destinations safely and within a reasonable time frame.</li> <li>◆ Ensuring the safety of all passengers by use of appropriate on-board restraints</li> <li>◆ Ensure safe and clean vehicle condition at the start and end of each shift</li> <li>◆ Communicate effectively with dispatch or central office personnel via two way radio</li> <li>◆ Adjust to variables in normal working conditions, including adverse weather, traffic and construction, passenger problems, accidents and trip changes</li> <li>◆ Provide excellent customer service including assistance in boarding and deboarding, supplying information, and responding appropriately in the event of emergency.</li> <li>◆ Diffuse difficult situations and maintain order onboard vehicle.</li> <li>◆ Document thoroughly the course of the day including odometer readings, times, and passenger information.</li> <li>◆ Accurately collect and reconcile cash fares collected from customers.</li> </ul>

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<p><b><i>each (total should equal 100%).</i></b></p>	<ul style="list-style-type: none"> <li>◆ Team player and helpful to staff, management, and peers</li> <li>◆ Employ all techniques of defensive driving to minimize the risk of preventable and non-preventable accidents and/or passenger injuries.</li> <li>◆ Protect passengers and secure vehicle in the event of accident or injury and communicate effectively with dispatch and operations staff</li> <li>◆ Maintain a safe work area and a focus on safety to reduce the opportunity for injury to self or other employees.</li> <li>◆ Attendance according to local policy.</li> <li>◆ Professional appearance and demeanor.</li> </ul>
<p style="text-align: center;"><b><i>JOB REQUIREMENTS</i></b></p> <p><i>List required minimum education, years of experience and specific job related knowledge, skills &amp; abilities required to perform the job.</i></p>	<p>Education: High School Diploma or equivalent,</p> <p>Experience: Previous professional driving experience preferred but not required, previous customer service experience, experience working with persons with disabilities and/or senior citizen groups preferred but not required. Safe driving record and clean criminal history.</p> <p>Knowledge, Skills, &amp; Abilities:</p> <ul style="list-style-type: none"> <li>• Ability to read, write and speak the English language clearly</li> <li>• Ability to navigate the service area through the use of maps and/or on-board directional equipment</li> <li>• Ability to communicate effectively with passengers, passenger representatives and system staff</li> <li>• Ability to remain calm in emergency situations and ensure the safety of all passengers and employees.</li> <li>• Knowledge of service area</li> </ul>
<p style="text-align: center;"><b><i>WORKING CONDITIONS</i></b></p> <p><i>If applicable, indicate the % of time spent at other facilities, customer sites, driving in all weather conditions, and/or traveling domestically or internationally.</i></p> <p><i>List physical activities required on the job such as constant sitting, standing, pushing, climbing, sorting, walking and/or lifting up to XX pounds.</i></p>	<p>Primarily works on the road providing passenger transportation.</p> <p>Job requires the following physical activities: long periods of sitting, assisting passengers on and off vehicles, loading, unloading and securing wheelchairs, ability to lift 50 pounds.</p>

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*Disclaimer: The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required of individuals in the job..*