

POSITION TITLE: Driver – CDL
DEPARTMENT: Transit
FLSA STATUS: Non-exempt
SALARY RANGE: 4
REPRESENTATION: None

GENERAL POSITION SUMMARY:

Under the direction of the assigned supervisor and general direction of the control room dispatching personnel, the Driver operates transit vehicles as assigned, including small, medium and heavy-duty transit vehicles in fixed and deviated-fixed route, dial-a-ride and paratransit operating environments. Collects fares, provide information, and provides assistance to customers in a compassionate manner that ensures they experience safe, reliable, and high-quality transportation services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Operates small to heavy duty buses in a professional manner to ensure all passengers experience a safe and comfortable ride. Follows the guidelines and continuously practices the Agency’s system of Driver operating standards for performance.
- Operates vehicles safely along defined route within the time of a printed timetable; also provides curb-to-curb or door-to-door transportation services within specific service areas.
- Assists passengers in boarding and disembarking from vehicles, including safe placement of passengers in mobility devices; interact with passengers in a manner that demonstrates compassion and commitment to their specific needs.
- Responds to passenger requests for information about transportation services.
- Accurately records and submits passenger statistical data, mileage, travel time, fares, and pass sales transactions.
- Conducts thorough pre/post-trip vehicle inspections recording any physical damage, malfunctions, and suspected mechanical problems; completes proper forms.
- Prepares accident and incident reports (may interview passengers or other witnesses to obtain information, get insurance information from other drivers, pictures and more).
- Uses equipment supplied as instructed, including technological additions such as mobile data terminals, automated announcements, and LED interior signs.
- Maintain security of vehicles, fares, vaults, passes and gas cards. Report issues at bus stops for cleanliness, safety, and appearance. Uses two-way radio to maintain contact with facility and to report any problems.
- Follows and complies with all Occupational Safety and Health policies and procedures to ensure personal safety and the safety of others is always maintained.
- Assists customers with mobility devices, bags, packages, and other items upon request
- Advises dispatch and the Operations Manager of any issues or problems, especially situational reports regarding delayed customer pick-ups or drop offs, or customer concerns.
- Operates assigned vehicle in a safe and courteous manner.

- Performs daily pre-trip/post-trip vehicle inspections.
- Responsible for the care of the fleet vehicle, including refueling, maintaining cleanliness, tracking vehicle maintenance and reporting any vehicle problems to the Operations Manager.
- Reports all vehicle incidents/accidents to Operations Manager without delay.
- Maintains customer confidentiality at all times.
- Establishes and maintains positive working relations with coworkers, citizens, and the general public
- If necessary and route dependent, assists customer between the vehicle and the door of the origin/destination location, utilizing appropriate assistance techniques.
- If necessary and route dependent, may need to use chains and/or other equipment during inclement weather conditions.
- Perform other duties as required

JOB SPECIFICATIONS:

Mandatory Requirements:

High School diploma or equivalent required, also Oregon Class Commercial Driver's License (CDL) with required endorsements, six years documented legal and safe driving, and two years of customer service experience. Knowledge of laws, rules, regulations and procedures applicable to drive public transportation vehicles and knowledge of Oregon State Police and Oregon DMV regulations governing the safety and operation of public transit vehicles required.

Necessary Knowledge, Skills and Abilities:

- Provides superior quality customer service to ensure each customer is treated with dignity, respect and patience.
- Must have excellent verbal and written communication skills to be able to communicate professionally and tactfully with co-workers, general public, and customers to effectively respond to questions, concerns and requests.
- Competency in basic reading, writing, math skills, along with basic computer operation.
- Must be able to work independently with limited supervision.
- Requires ability to remain calm and handle situations (including emergency situations) in a professional manner.
- Ability to work as a team member with a diverse group of people.
- Ability to understand and follow written and oral instructions.
- Ability to give clear and concise directions, both orally and in writing.
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks.
- Ability to adapt to a rapidly changing environment and individual passenger needs.
- Effective problem-solving skills.
- Proper use of chemicals according to state and federal regulations
- Ability to recognize base vehicle maintenance needs.

Preferred Qualifications:

- Experience working with older adults or people with disabilities.
- Experience operating a larger vehicle.
- Experience operating a larger vehicle in inclement weather conditions.
- Experience and passion working for a service-oriented environment.
- Ability to speak other languages in addition to English.
- Knowledge of geographical service areas helpful.

Special Requirements/Licenses:

- Possession of a CDL with passenger endorsement. Must have a safe driving record.
- Must be able to pass the department's security clearance standards, including Reference check and Criminal History check and drug screening.

SUPERVISION RECEIVED:

Works under the direction of the Operations Manager and Transit Director.

SUPERVISORY RESPONSIBILITIES:

This position is not a supervisory position.

MENTAL OR VISUAL DEMAND:

Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods. Ability to exercise logic, reasoning and good judgment in resolving discrepancies in varying scenarios.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Prolonged sitting.
- Ability to function with temperature and weather variations.
- Frequent verbal communication; one-on-one and in small group settings.
- Pushing, pulling, bending, crouching or stretching ability adequate to properly secure mobility devices on and off assigned vehicles.
- Must be physically able to assist passengers in and out of vehicle.
- Frequently performs lifting, pushing, and/or pulling which does not exceed 50 pounds.
- Occasionally required to push up to 100 pounds.
- Clarity of vision at varying distances to see small details and have color vision/distinguish shades.
- Requires the mobility to stand, stoop, reach, and bend, requires mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.

TOOLS AND EQUIPMENT USED:

Small, medium and heavy-duty public Transit Vehicles.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Subject to inside and outside environmental conditions.
- May be exposed to heights, loud noises, fumes, dust and other odors.
- Driving a vehicle to conduct work while exposed to traffic and adverse weather conditions.

ATTENDANCE:

Compliance with attendance expectations is critical, as this position must be immediately available at the beginning of the assigned shift hours to ensure schedules and customers' expectations are met.

SAFETY:

Compliance with Agency safety policy expectations is required.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.

Andi Howell
Transit Director

Adopted: 12 10 2019

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Date