



Job Description

Title: Shared Ride Van Driver				Revision Date 10/14/2020
Reports to: Supervisor of Shared Ride Services				
Directly Supervises: Not Applicable				
FLSA Category Non-Exempt	Non-Represented	Safety Sensitive	Full Time & Part Time	EEO Category Administrative Support
Work Schedule (subject to change) Full Time & Part Time – Weekdays with variable hours between 5:30 a.m. and 6:00 p.m.				
Job Description Summary				
<p>The driver is responsible for operating a van/bus to transport passengers in a safe and courteous manner according to the daily manifest. The driver is responsible for driving defensively and reacting to emergency situations to ensure the safety of the passengers and the safety of the general public. Work includes completion of vehicle inspections, maintaining accurate records, assisting passengers as required including wheelchair securements, receiving and accounting for fees, radio communications, following emergency procedures, operating on-board computer to send/receive manifest information/instructions, and other activities as assigned by the manager of shared ride operations. The driver is responsible for meeting all attendance requirements. This position receives driver training, general supervision and works according to standards.</p> <p>Position requires that employee conducts all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations, programmatic standards, and with any special safety concerns identified by colts for use in a particular area or with a client. The employee must identify and familiarize himself/herself with the safety and security plan and with specific safety and security requirements for his/her working area. Employee must not pose a direct threat or significant risk of substantial harm to the safety or health of himself/herself or others.</p>				
Essential functions				
<p>Requirements listed represent the knowledge, skill, and/or ability required to perform the essential job functions. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions if it does not present an undue hardship.</p> <ul style="list-style-type: none"> • Prepares for daily run by reporting to dispatch at scheduled time, in physical condition to fulfill the essential functions of driving a vehicle and adhering to the dress code. • Obtains assignment, reviews all posted notices, and communicates any irregularities to dispatch. • Ensure vehicle is safe and reliable prior to operation by conducting an inspection and performing daily pre- and post-trip inspection checklist and completing a non-compliance report and returning it to the dispatcher or supervisor for resolution if necessary. • Provides public transit services by safely operating assigned vehicle to pick up and deliver passengers in a courteous and professional manner in accordance with manifest and under all weather, traffic and passenger load conditions. Works variable shifts, irregular hours and is available for work/overtime as needed and safety emergency response situations. • Maintains safe conditions by complying with traffic regulations; observing traffic conditions; avoiding dangerous situations, and enforcing passenger safety/conduct rules. 				



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- Complies with all ADA mandates by assisting with boarding and alighting passengers with disabilities including the operation of wheelchair lifts and securing devices according to policy and procedure.
- Represents the authority in a professional and positive manner and ensures a positive passenger experience by listening to complaints regarding delays or problems encountered in the provision of services. Answers questions from passengers regarding fares, schedules and routing. Regulates heating, cooling and ventilation systems for passenger comfort. Maintains the vehicle interior in a neat condition during service operation. Keeps all passenger information confidential.
- Assists passengers requiring aid (including elderly individuals, individuals with hearing and sight impairments, physically/developmentally disabled individuals, etc.) By helping them board or depart from the vehicle, assisting them with packages, securing wheelchairs, informing all passengers that seatbelts must be worn on all vehicles where available. Waits according to the procedures and policy for passengers to board and when exiting to enter a building before proceeding to the next assignment.
- Follow proper emergency procedures in the event of an accident, safety, and or passenger incident by following established procedures including, but not limited to, notifying dispatcher or supervisor, securing accident/safety incident scene, tending to passengers, obtaining witness cards, deferring media statements to proper channels, and completing an accident report. Reports any undesirable behavior of a passenger to the dispatcher/supervisor.
- Ensures proper receipts to the authority by collecting fares according to established fare categories, completing ridership form for times of arrival and mileage at each point of pickup or drop-off, documentation of cancels or no shows, keeping daily mileage, records of gas/oil purchases, and operator’s daily vehicle report.
- Ensures operation communications and resolutions in accordance with federal communications commission guidelines by utilizing two-way radio to contacting dispatch to timely and accurately report all irregularities, delays, accidents, incidents, requests for emergency maintenance, and safety/operation problems as they occur, preparing written report of event. Listens and complies with all communications/directions from dispatch.
- Ensures compliance by complying with COLTS policies and procedures and local, state and government regulations. Maintains satisfactory attendance and performs duties and responsibilities as assigned. Responds as needed for emergency situations and maintenance of service.
- Contributes to the team effort by training assigned employees, participating in problems solving methods, and maintaining cooperative relationship with coworkers and management.

Additional Job Functions

- Contributes to team effort by performing other assigned duties as needed; maintains cooperative relationship with coworkers and management by communicating necessary information responding to requests, building rapport, and participating in problem solving methods.
- Performs other duties as assigned.

Working Conditions

- Majority of time is spent in vehicle. Regularly exposed to vehicle noise, fumes, drafts, etc. when vehicle is in operation. Regular exposure to elements such as rain, snow, high or low temperatures.



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Physical Demands

- Work involves extended periods of sitting, regular standing, walking and crouching, stooping, kneeling, pushing, pulling.
- Use of legs and body torso to climb steps in bus, assist passengers when necessary and maintain body equilibrium to prevent falling when working on slippery surfaces during winter months and ALL WEATHER conditions.
- Ability to do lifting, securing and maneuvering objects such as wheelchairs with passengers with a broad range of body weights.
- Requires continuous use of hands, arms, feet, and legs to push/pull or activate essential controls (pedals, levers, and knobs) in recurring operations motions. Right and left side of body is used in steering, opening and closing doors, assisting passengers into and out of vehicle, carrying bags of groceries and related tasks.
- Requires the capacity to hear and ability to speak normal conversation in clear English.
- Must have good vision and depth perception.
- Requires the ability to have a good demeanor, behavior and rapport with public under stressful or emotionally charged situations and to communicate with elderly and disabled clients.
- Requires the capacity to apply common sense understanding of controlling procedures and policies to carry out transportation services.
- Must have the physical/mental ability to quickly assist passengers and maintain composure in times of emergency or passenger incidents.
- Ability to keep mentally alert and maintain concentration to ensure defensive driving techniques are used and to react to situations.
- Must be able to maintain regular and acceptable attendance at the employer's standards to meeting position requirements. Must be able to work variable shifts, irregular hours and is available for work/overtime in accordance with bid, policy and response to emergency situations.

Qualifications

- High school degree or equivalent; job related experience preferred.
- Must meet hiring qualifications including but not limited to, minimum of 21 years of age, clean driving record and background verification in accordance with COLTS standards.
- Knowledge of safe driving practices and demonstrated ability to operate and drive transit vehicles in a safe manner.
- Satisfactory attendance; ability to work bid runs, variable shifts, irregular hours. Available for work and overtime as needed and response to emergency situations.
- Demonstrated customer service orientation with the ability to deal courteously, sensitively, and effectively with the public. Adherence to regulations; harassment/discrimination policy/guidelines.
- Possession of a valid pa commercial driver's license (MINIMUM Class B with Passenger Endorsement)
- Negative drug testing-subject to random alcohol and drug testing.
- DOT physical. Post-hire recertifications will be required.

Knowledge, Skills and Abilities Required

- Ability to apply critical thinking and COMMON SENSE understanding to carry out transportation services.
- Ability to keep mentally alert and maintain concentration.



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- Ability to understand and adhere to authority rules, procedures, directions, funding guidelines, and pa dot/traffic regulations.
- Ability to operate communication and other designated automated/computer equipment.
- Ability to manage one's own time and to follow a schedule to meet deadlines.
- Ability to actively listen, communicate effectively and follow oral and written instructions that are given in English.
- Ability to complete records.
- Ability to work with diverse customers.
- Ability to enforce all COLTS rules and procedures with passengers.

Acknowledgement

This job description does not constitute an employment agreement between COLTS and the employee, and COLTS management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Immediate Supervisor: _____ Date: _____

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.)

Employee Signature: _____ Date: _____

COLTS is an affirmative action and equal opportunity employer. In accordance with anti-discrimination law, COLTS prohibits discrimination and harassment of any type and affords equal opportunities to employees and applicants without regard to race, color, religion, sex, gender identity, sexual orientation, pregnancy, national origin, disability, genetic information, age, retaliation, veteran status or other applicable legally protected characteristics.

COLTS is committed to providing access, equal opportunity and reasonable accommodations for individuals with disabilities in employment, its services, programs, and activities. COLTS will continue to provide reasonable accommodations to employees and applicants with disabilities, and for religious observances and practices. To request reasonable accommodation, contact the Director of Human Resources and Customer Service, Karla Ortiz at 570-346-2061.