

**SPOKANE TRANSIT**  
**POSITION DESCRIPTION**

**for**

**VAN OPERATOR**

**NATURE OF WORK**

This position is responsible for the efficient and safe operation of a Paratransit vehicle under varying traffic and road conditions; for transporting persons of disability in a courteous, safe and timely manner; for properly collecting all authorized fares; and for promoting and maintaining positive relationships with customers, other employees and the general public.

**SUPERVISION**

Position is under the general supervision of the Transportation Manager - Paratransit. Immediate direction and performance evaluation is received from a Paratransit Supervisor.

**ESSENTIAL FUNCTIONS**

Operates a Paratransit vehicle, providing transportation for customers in the safest and shortest distance possible or as instructed by dispatch; obeys traffic rules and regulations; adheres to Spokane Transit policies and procedures; monitors the safe mechanical operating condition of assigned vehicle; picks up and efficiently discharges customers as scheduled.

**Example of Duties**

Operates vehicle in a safe manner, using defensive driving techniques; secures wheelchairs/walkers and customers with required safety securements; and transports customers to and from desired destination as assigned by dispatch.

Inspects and prepares assigned vehicle for operation by performing a pre-trip inspection; adjusting seat, mirrors and seat belts; testing wheelchair lift and two-way radio; and equipping vehicle with needed supplies, i.e., log sheets, rider alerts and transfers.

Collects appropriate cash fares through the operation of a farebox collection system and checks monthly passes and other fare instruments.

Inspects vehicle at the end of each shift for damage to the vehicle and lost articles; removes customer and schedule information, debris and other inappropriate items from the vehicle.

### **Example of Duties**

Follows company policies and procedures as it relates to Paratransit van service.

Spokane Transit, when requested, necessary and reasonable to accommodate an incumbent's identified disability, will review the essential functions of the position of van operator to determine an incumbent's ability to perform the required duties with reasonable accommodation. Reviews will be on a case by case basis.

Provides safe, comfortable and reliable transportation to persons of disability; promotes positive customer relations; and maintains a clean, neat appearance and pleasant disposition.

Greets customers in a friendly, courteous manner.

Supervises the conduct of individuals accepted as customers while riding in the vehicle and/or, when present, at STA designated boarding and departure locations.

Observes uniform regulations and/or other rules, policies and regulations as outlined by Spokane Transit.

Provides escort assistance to customers and carries groceries to/from the van.

Operates onboard mobile data computer to accurately record and edit trip related data.

Communicates with the Paratransit Department concerning equipment; operational or customer problems; or accidents, by using a two-way radio or completing appropriate written reports.

Monitors two-way radio calls, reporting conditions such as accidents, customer incidents, mechanical malfunctions, delays in service and traffic problems.

Completes accident or incident reports; on-the-job injury claims; surveys; van operator reports and other required written materials in a timely manner.

Performs other related duties as required.

Must be punctual, reliable and maintain regular attendance in order to contribute individually to the efficient and effective delivery of transportation service to the general public.

Incumbent must meet the DOT physical requirements and be able to obtain and maintain a current Commercial Driver's License (CDL) and perform the safety sensitive functions of the position,

## MINIMUM REQUIREMENTS

**Training and Experience:** Each applicant's education and work experience will be reviewed to determine their individual ability to perform the required functions of a van operator. Experience must include a minimum of five years of motor vehicle operation, the last three of which are violation free; and one year of work experience that demonstrates the ability to meet and assist the general public in a diplomatic and courteous manner.

**License:** Must possess a valid driver's license and be capable of obtaining, within the training period, the required Commercial Driver's License.

**Physical Capability:** The physical activity of the position requires the ability to reach, walk, push, pull, lift, carry, grasp and talk.

Must be able to perceive the nature of sounds with no more than a 40 db loss @ 500 Hz, 1000 Hz and 2000 Hz with or without correction. Ability to receive detailed information through oral communication and to make discriminations in sound.

Exert up to 35-50 pounds of force occasionally and up to 100 pounds of force on a seldom basis, and/or a negligible amount of force constantly to move objects.

Visual acuity to determine color, depth and field of vision.

Repetitive motions of the wrists, hands, and/or fingers.

## SELECTION FACTORS

Ability to tactfully and courteously meet and assist the public; promote good customer relations; have a clean, neat appearance, pleasant disposition; and possess the ability to make sound judgments in a crisis situation.

Ability to operate a transit customer vehicle in accordance with traffic laws, ordinances, rules and driving courtesies; calculate correct fares; and complete required forms and written reports. Ability to speak clearly, to read and interpret written policies and instructions.

Ability to work varying shifts.

Ability to be sensitive to a diverse group of individuals, including the elderly and persons of disability.

Ability to quickly learn the activities, policies and procedures related to the Paratransit Department.

Ability to handle stress and continue to perform all duties and provide service to the public in a courteous, responsible and timely manner.

Ability to complete written documents in a legible manner.

Ability to effectively work with other employees, supervisory personnel and the general public.

**WAGE**

As provided for Van Operator in the labor agreement with AFSCME 3939.

**EEO**

Spokane Transit is an equal employment opportunity employer.