

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 Received

Position receives direction from the Senior Paratransit & Vanpool Transportation Manager. Immediate direction and performance evaluation is received from a Paratransit Supervisor.

Supervision Exercised

None.

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.
 - 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; 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.
 - 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.
- 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.
- Represent Spokane Transit in professional and positive light to the community.
- Provide excellent customer service to all customers both internally and externally.
- Display and practice STA's Core Values in the workplace.
- Must be punctual, reliable, and maintain regular attendance.
- Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.

Public Transit Agency Safety Plan

- Follow safety rules and safe practices described in the accident prevention program, follow safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor, or safety committee representative, or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working condition where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers by your words and example to use safe work practices on the job.
- Safeguard and look out for co-workers.
- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards.

This job description no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their Supervisor and/or Spokane Transit.

Minimum Requirements

Training & 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.

Physical Requirements

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.

License

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

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.
- 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

Salary as provided for in the AFSCME 3939 collective bargaining agreement.

AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation, or veteran status.

Acknowledgement

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Employee Signature

Date