



JOB DESCRIPTION

Position Title:	<i>Council on Aging Substitute Van Driver</i>	Salary/Step/Grade:	<i>\$22.00</i>
Department:	<i>Council on Aging (COA)</i>	FLSA Status:	<i>PT, non-Exempt</i>
Reports to:	<i>Council on Aging Director</i>		

SUMMARY

Responsible for the operation of 8 and 12 passenger vans with wheelchair lift for the transportation of senior citizens and younger disabled residents throughout Acton, Concord and Maynard. Other COA related work, time permitting, at request of COA Director.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as an overview and illustrations of the various types of work that may be performed. Each position has an accompanying department-specific tasks list. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Provides transportation services as assigned or scheduled.
- Receives fares from passengers and makes change.
- Determines best routes in conjunction with the Council on Aging staff (the Van Dispatcher).
- Inspects the van before each shift using the Van Inspection Checklist.
- Reports any and all concerns about passengers to supervisor or appropriate COA staff.
- Counts and records van receipts. Delivers trip receipts and fees the COA staff.
- Ensures that client(s) are delivered to proper destination.

Daily contact with COA Director/staff regarding van schedule, updates and any passenger concerns. Contacts are primarily with passengers, the public and employees within the department, but may include employees in other Town departments. Regular contact with staff at LRTA garage regarding maintenance/ repairs.

Performs similar or related work as required.

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 position's essential functions.

Work is performed primarily outdoors, year round, at times in adverse weather conditions. Safety in all areas of the job is of prime importance including cleaning exterior of van of all snow and ice. Work is sedentary at times, but includes standing and walking over various surfaces. The driver will need to go up and down stairs in the van.

Provide light assistance to passengers going up and down van steps, on and off wheelchair ramps with walkers, canes, and assist riders in getting seated and securing their seatbelts. Driver is required to load groceries on and off the vehicle.

For wheelchair riders:

- Operate lift
- Push wheelchair on and off lift
- Navigate wheelchair onto van
- Raise van seat to accommodate wheelchair
- Secure chair to floor with straps
- Maneuver chair to back of van if storage needed
- May lift chair through back door if needed

The number of scheduled passengers, occasional challenging behaviors of a passenger, bad weather, road maintenance and unforeseen traffic conditions can all contribute to periods of stress for the driver as he/she tries to get all passengers to their destinations on time.

SUPERVISION***Scope and Judgment:***

Most of the work involves performance of specific routine operations. Errors could affect the safety of passengers, the general public and could affect the public image of the department or the Town. Specific guidelines covering most aspects of the position will be provided in writing and during training period. Driver should use own initiative to solve simple operating problems and schedule changes. Adherence to Drug/alcohol policies; initial and random drug testing is required.

Supervision Received:

Works under the general supervision of the COA Director. Duties are routine, with driver expected to use good judgment in all situations and report any unusual problems, incidents or accidents to the supervisor. Any accidents involving the Van must be reported to the Police.

Supervision Given:

None.

QUALIFICATIONS

Education, Training, Experience:

- High school graduate and additional education plus at least two years' experience driving bus or passenger van.
- Excellent safe driving record
- Valid Driver's license
- CPR/First Aid certification
- Must pass initial and random drug testing
- Safe driving assessment
- Mandated training and classes are required by the LRTA (Lowell Regional Transit Authority).

Knowledge, Ability and Skill:

Knowledge: Thorough Knowledge of Massachusetts driving rules and regulations. Working knowledge of the layout of the Town of Maynard, Concord and Acton.

Ability: Ability to hear and see within the normal range limits. Ability to work effectively with a diverse range of citizens. Ability to read, understand, interpret and apply town and state laws, regulations, policies and standards. Ability to verbally communicate effectively and efficiently. Ability to work effectively under time constraints to adhere to schedules. Work consists of duties that are often routine. Employee must recognize differences among a few easily recognizable situations and make decisions based on various choices.

Skill: Strong interpersonal and communication skills are necessary. To be courteous and respectful to all passengers and the public at all times. Some passengers have physical or mental disabilities, so sensitivity, patience and understanding are very important. Basic bookkeeping and technological skills are necessary including use of cell phone, tablet and e-mail.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This position description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the Town and requirements of the position change.