

## **JOB DESCRIPTION**

**PROGRAM:** STEP Transportation Program

**JOB TITLE:** Shared-Ride Driver

**CLASSIFICATION:** Transportation Operator I

**PAY GRADE:** 5

### **JOB SUMMARY**

Delivering essential transportation services within STEP's Independent Living Pathway to Success, the Shared-Ride Driver is responsible to provide safe and efficient transportation services. In summary, the Driver will operate a minivan, van, small transit bus, or other assigned STEP vehicle to transport customers from point of pick up to the point of delivery; program vehicle will be wheelchair-accessible. A Driver must be able to operate a Mobile Data Terminal to log driving activities. A Driver must provide general and reasonable assistance for all shared-ride customers by providing door-to-door service. This assistance includes, but is not limited to, the following: pushing and securing wheelchairs; helping carry personal items; and/or, helping load, unload, and carry groceries. A Driver must also maintain positive communication with customers, other staff and the general public, and assist with other transportation-related tasks, as needed.

### **SUPERVISORY RELATIONSHIPS**

**SUPERVISES:** Not Applicable

**REPORTS TO:** Lead Operator

### **MINIMUM QUALIFICATIONS**

- Possession and maintenance of a valid Pennsylvania driver's license; access to reliable transportation and an adequately insured vehicle;
- Be at least 21 years of age; and.
- Previous professional passenger transport experience is preferred.

### **SPECIAL JOB REQUIREMENTS**

- Upon conditional offer of employment, the individual shall submit to a pre-employment substance abuse test in which the results are confirmed negative;
- Be willing and able to provide transportation services for assigned routes within the bi-county areas of Lycoming and Clinton counties and can also include assigned routes throughout Pennsylvania, as part of the Medical Assistance Transportation Program;
- Must participate and complete CPR and First Aid Training, and maintain certification in each; and,
- As part of ongoing employment, comply with all federal and agency alcohol and substance abuse policies and regulations that apply to safety-sensitive positions, including required substance abuse testing and reporting.

### **GENERAL REQUIREMENTS**

- Work nontraditional work hours, as assigned; this may include evenings, weekends, and holidays. Work schedule is posted the evening prior to the actual workday and will vary from day to day. STEP Transportation currently provides service Monday through Friday, from approximately 4:30 a.m. until 7:30 p.m.;
- Safely operate any and all of the current and possible future vehicle inventory assigned, including gas, diesel (unless medically waived), and Compressed Natural Gas-powered

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vehicles, as assigned by the scheduler, on-call supervisor, or dispatcher. Vehicle models currently required to be driven are minivans, raised roof full-size vans, and 23' small transit buses;

- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance; and Motor Vehicle Record check current within 90 days of employment;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, stand, climb stairs, have unrestricted use of the upper body, and finger dexterity. Must also have corrected or uncorrected hearing and vision within normal ranges, be able to safely push, pull, tug or lift and carry up to fifty (50) pounds unassisted, and assist passengers, including passengers with restricted mobility, to enter and exit the vehicles. Upon a conditional offer of employment, at regular intervals, or when it's considered appropriate during employment, a medical evaluation/physical may be required (at employer's expense) to verify the capabilities described above;
- Maintain and promote a positive, professional image ensuring that attire is safe, clean, and does not detract from positive customer service or working relationships with the general public; proper footwear is required to provide safe mobility into and out of vehicles;
- Evaluate as having negative-result alcohol and other drug tests, as required by Federal regulations;
- Possess a home telephone or personal cell phone; and,
- Participate in job-related training, as assigned.

### **SPECIFIC DUTIES**

#### **❖ Program Operations**

- Safely operate a noncommercial passenger vehicle to transport, often times simultaneously, elderly, adults, children, their escorts (any of whom may have physical and/or mental disabilities), and their related materials/mail under the provisions of Shared-Ride Transportation services as that duty is assigned by the supervisor; obey all regulations and laws in operating the vehicle and perform all job functions in a safe manner and without any health restrictions;
- Assist mobility-restricted individuals, including those in wheelchairs, from the exterior door of their residence and into the van and from the van to the exterior door at the appointment location; provide the same level of service upon their return trip home;
- Operate driver technology, which includes, but is not limited to, GPS systems and mobile data terminals;
- Operate personal computers for the purpose of inter-office and agency communications;
- Independently prioritize and navigate a non-fixed-route schedule, including a schedule with multiple and simultaneous pick up/drop off locations and times;
- Promote a positive image of STEP to customers and the general public; maintain positive communication with customers and their families and resolve in a positive manner any conflicts that may arise during the transportation;
- Assist in loading and unloading customers' groceries and packages to/from the vehicle;
- Collect all assigned fares and transmit all money receipts to appropriate agency personnel;
- Remain flexible to the changes in work schedule to cover for unexpected driver shortages and remain flexible to ever-changing trip scheduling;
- Adhere to all agency policies and procedures;
- Graciously decline all gratuities and gifts offered by riders or their families for services rendered;

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- Perform routine daily vehicle check so as to keep vehicles clean, safe, and operable; deliver vehicles to garages and service centers for maintenance and repairs, as assigned;
- Immediately report to the proper authorities (Police, Ambulance, Fire, etc.), as necessary, and supervisor all accidents regardless of injury or damage;
- Report personal traffic violations, and license suspensions or revocations to supervisor within 48 hours;
- Comply with all federal and agency alcohol and substance abuse policies and regulations which apply to safety-sensitive positions, including required substance abuse testing and reporting;
- On a daily basis, maintain, complete, and deliver to the office, accurate driver logs, fuel use records, maintenance, timesheets and other records;
- Submit other reports as required;
- Report vehicle malfunctions to supervisor, and follow up with repair, if required;
- Report to supervisor on passenger problems encountered during transport;
- During programmatic business hours, be responsive to agency cell phone incoming calls from the dispatcher or on-call supervisor requesting assistance with scheduling changes;
- Serve as a substitute office support position when requested by supervisor: answer multi-line phone system, take trip reservations; arrange for return trips with dispatcher, take correct information from phone contacts with customers; properly answer questions of customers and the general public regarding routine program operations; and,
- Maintain confidentiality at all times.

#### **❖ Professional Development**

- Assume responsibility for ongoing professional growth and development;
- Attend meetings and trainings as required; and,
- Perform all other related tasks as assigned.

### **REQUIRED KNOWLEDGE, SKILLS & ABILITIES**

#### **❖ Knowledge of the following:**

- State traffic safety laws and regulations associated with operation of assigned vehicle;
- Lycoming and Clinton County geographical areas and roads sufficient to plan transport routes and drive transportation vehicles for Shared-Ride consumers throughout the bi-county area;
- Pennsylvania's geographical area and roads, sufficient to plan transport routes and drive transportation vehicles for Medical Assistance consumers throughout Pennsylvania;
- General computer operating knowledge including the use of Microsoft Outlook and other technologies (as trained and assigned) to help increase efficiencies and decrease costs;
- Principles of operating automotive equipment sufficient to detect defective vehicle operation;
- Proper use of two-way radios, cell phones, Global Positioning Systems (GPS), video and audio equipment installed on the vehicles and other pieces of technology/software; and,
- STEP's shared-ride transportation system.

#### **❖ Skill in the following:**

- Reading, writing, speaking, and listening to English, sufficient to perform required paperwork.

#### **❖ Ability to perform the following:**

- Operate assigned vehicle in safe and skillful manner;

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- Use automated scheduling/dispatching software and equipment, including the use of Mobile Data Terminals, GPS, and other technology pieces of equipment to decrease paper use and increase flexibility in scheduling and dispatching capabilities;
- Positively communicate with and establish rapport with passengers;
- Resolve, in a positive manner, verbal or physical conflicts that may arise during transporting situations;
- Understand and carry out oral or written instructions;
- Lift and carry packages, and assist passengers, some with disabilities and/or in wheelchairs, in and out of vehicle;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Enter data into computer and print reports;
- Follow directions; and,
- Maintain confidentiality at all times.