

## **JOB DESCRIPTION**

**PROGRAM:** STEP Transportation Program

**JOB TITLE:** Shared-Ride Driver

**CLASSIFICATION:** Transportation Operator I

**PAY GRADE:** 7

### **JOB SUMMARY**

Delivering essential transportation services within STEP's Independent Living Pathway to Success, the Shared-Ride Driver position is a customer-focused position responsible to provide safe and efficient transportation services. The Shared-Ride 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. Driver will use a Mobile Data Terminal to assist in performing the daily routine. Must be a compassionate, caring, reliable, and responsible individual who can be trusted to transport customers with or without mobility challenges to their destinations safely and on time. Must give 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. Must also maintain positive communication with customers, other staff, and the 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 in and complete CPR and First Aid Training, and maintain certification;
- Must participate in continuing staff training and development activities as assigned;
- Previous customer service experience preferred, with a good track record of assisting customers in a thoughtful, caring, and timely manner;
- Must be able to interact with the public in a "customer friendly" manner, while at the same time remaining professional; 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.

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#### **GENERAL REQUIREMENTS**

- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, and FBI Clearance current within 90 days of employment; and Motor Vehicle Record check;
- Recognizing and Reporting Child Abuse training;
- Work nontraditional 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 all vehicles assigned, including gas-, diesel- (unless medically waived), and Compressed Natural Gas-powered 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;
- Operate driver technology (Mobile Data Terminal tablet, GPS, etc.) as prescribed by transportation procedures;
- 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; the ability 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 public; proper footwear is required to provide safe mobility into and out of vehicles;
- Have 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 with no 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;
- Effectively communicate with dispatch regarding schedule progress, customer co-pays, address verifications, etc., with the ability to receive and follow instructions;
- Service customers and their families by offering support and encouragement; be punctual and attentive to procedure schedules; demonstrating caring and cultural sensitivity;

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- Maintain safe, secure, and healthy work environment by following standards and procedures in compliance with federal and state regulations;
- Enhance transportation operations by accepting ownership for program success through providing constructive input into daily services;
- Operate personal computers for the purpose of interoffice 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 public; maintain positive communication with customers and their families and resolve in a positive manner 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 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;
- Perform routine daily vehicle check 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 to your supervisor all accidents, regardless of injury or damage;
- Immediately report personal traffic violations and license suspensions or revocations to supervisor;
- 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;
- On a daily basis, maintain, complete, and deliver to the office accurate: driver reports, fuel use records, maintenance records, timesheets, and other records;
- Submit other reports as required;
- Report vehicle malfunctions to supervisor and follow up with repair, if required;
- Report passenger problems encountered during transport to supervisor;
- During programmatic business hours, be responsive to agency cell phone incoming calls from the dispatcher or on-call supervisor, requesting assistance with scheduling changes; 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;

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- Pennsylvania's geographic 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;
  - Documenting daily activities;
  - Maintaining composure in a busy environment;
  - Continuous dedication to helping people;
  - Good communication;
  - Maintaining a professional image and attitude toward clients, visitors and coworkers; and,
  - Maintaining a good working knowledge of STEP Transportation's service area.
- ❖ Ability to perform the following:
- Operate assigned vehicle in a safe, skillful manner;
  - Pick up passengers at home locations within the prescribed parameters as set forth by transportation procedures;
  - Safely deliver customers to their destinations on time within prescribed parameters as set forth by transportation procedures;
  - Use automated scheduling/dispatching software and equipment, including Mobile Data Terminals, GPS, and other technological 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 from supervisors and transportation dispatchers;
  - Be punctual; show up to work in a timely manner in order to complete pre-trip activities;
  - Assist customers as they get into and out of vehicles;
  - Lift and carry packages and assist passengers, some with disabilities and/or in wheelchairs, in and out of vehicle;
  - Report back to the supervisor when clients have been dropped off at their destinations;
  - Report traffic delays in route back to supervisor;
  - Report any incidents or accidents to supervisor;
  - Operate wheelchair lifts as needed;
  - Adhere to company policies and protocol;
  - 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,

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- Maintain confidentiality at all times.

**REQUIRED COMPETENCIES (2nd YEAR)**

- ❖ Demonstrate mastery of all skill sets from Required Competencies (1st Year) and to have the capability to utilize them to mentor drivers if asked; and,
- ❖ Demonstrate a thorough understanding of customer service principles as they relate to the driving position.