

JOB DESCRIPTION

PROGRAM: **STEP Transportation Program**
JOB TITLE: **Shared-Ride and Head Start Driver**
PAY GRADE: **6**

JOB SUMMARY

Delivering essential transportation services within STEP's Independent Living and Early Learning Pathways to Success, the Shared-Ride and Head Start Driver is responsible to provide safe and efficient transportation services. In summary, the Shared-Ride and Head Start Driver will operate a school bus, mini-van, van, small transit bus or other assigned STEP vehicle to transport customers from point of pick-up to the point of delivery; program vehicles will be wheelchair-accessible. A Shared-Ride and Head Start 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 Shared-Ride and Head Start Driver must also maintain positive communication with all customers, other staff and the general public, and assist with other transportation-related tasks, as needed.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable
REPORTS TO: Assistant Program Manager

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;
- ☐ Possession and maintenance of a valid Pennsylvania Commercial Driver's License (CDL), Class B or C with S (School Bus) and P (Passenger) endorsements; and,
- ☐ Valid Pennsylvania School Bus: Drivers Physical Examination and Endorsement Cards.
- ☐ 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;
- ☐ Undergo and pass an annual physical examination related to licensing;
- ☐ Complete an annual child abuse training required by licensing;
- ☐ Undergo and pass licensing recertification every four years, (10 hour course – 7 hours classroom time, 3 hours behind the wheel, including a school bus knowledge and vision test);
- ☐ Renew license every four years;
- ☐ 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 on-going employment, complies 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

- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, Sex Offender Registry check, and Motor Vehicle Record check prior to hire;
- ☐ Works non-traditional 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 vehicles, as assigned by the scheduler, on-call supervisor, or dispatcher. Vehicle models currently required to be driven are school buses, mini-vans, raised roof full size vans, and 23' small transit buses;
- ☐ Documents a physical examination within twelve months prior to the employment date and undergoes a physical examination annually thereafter; documents a tuberculosis test within twenty-four months prior to the employment date and undergoes a test every two years thereafter;
- ☐ Recognizing and Reporting Child Abuse training completed within 90 days of hire;
- ☐ 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;
- ☐ Maintains and promotes 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;
- ☐ Evaluates as having negative-result alcohol and other drug tests, as required by Federal regulations;
- ☐ Possesses a home telephone or personal cell phone; and,
- ☐ Participates in job-related training, as assigned.

SPECIFIC DUTIES

❖ General Program Operations (Head Start and Shared-Ride Driving)

- Safely operate commercial (Head Start) buses and non-commercial (Shared-Ride) vehicles to transport elderly, adults, children, and related materials/mail under the provisions of Head Start or Shared-Ride transportation services and as that duty is assigned by the supervisor; follow all regulations and laws in operating the vehicle; perform all job functions in a safe manner;
- 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;
- Promote a positive image of STEP to passengers and the general public; maintain positive communication with passengers and their families and resolve, in a positive manner, any conflicts that may arise during the transporting of passengers;
- 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;
- 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;
- Report traffic violations and license suspensions/revocations to supervisor within 48 hours;
- Report to the supervisor all accidents as immediately as possible, regardless of injury or damage;
- Graciously decline all gratuities and gifts offered by riders or their families for services rendered;
- On a daily basis, maintain, complete and deliver to the office, accurate: driver logs, fuel use records, maintenance, timesheets, and other records;
- 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;
- Maintain confidentiality at all times;
- Adhere to all agency policies and procedures;
- Serve as a substitute office support position, when requested by supervisor, in such duties as; answer multi-line phone system, taking trip requests for transportation services, taking correct information from clientele, properly answer questions of clientele and the general public regarding routine Program operations; and,
- Perform all other related tasks as assigned.

❖ **Head Start Program Operations**

- Navigate a fixed-route (point-to-point), curb-to-curb schedule based upon a pre-scheduled and organized manifest;
- Report violations of eight-way lights to supervisor and police within 48 hours; assist with program and police follow-up;
- Conduct safety drills on a regularly scheduled basis; and,
- Assist in the establishment and maintenance of Head Start bus routes.

❖ **Shared-Ride Program Operations**

- Independently prioritize and navigate a non-fixed route schedule, including a schedule with multiple and simultaneous pick-up/drop off locations and times;
- Assist in loading and unloading passengers' groceries and packages to and from the vehicle; and,
- Collect all assigned fares and transmit all money receipts to appropriate agency personnel.

❖ **Professional Development**

- Assume responsibility for ongoing professional growth and development; and,
- Attend meetings and trainings as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

❖ Knowledge of the following:

- Pennsylvania School Bus Driving Regulations;
- 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, as assigned;
- Principles of operation of automotive equipment sufficient to detect defective operation;
- Proper use of two-way radios, Global Positioning Systems (GPS), video and audio equipment installed on the vehicles and other pieces of technology/software;
- General computer operating knowledge including the use of Microsoft Outlook and other

- technologies (as trained and assigned) to help increase efficiencies and decrease costs;
- STEP's shared-ride transportation system; and,
- Head Start program and its services.
- ❖ 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;
 - 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;
 - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
 - Follow directions; and,
 - 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.