

JOB TITLE: Transit Driver II

FLSA: Non-Exempt, Grade 2

DEPARTMENT: Regional Transit Agency, North Central Alabama Regional Council of Governments

JOB SUMMARY: This position is responsible for the safe operation of vehicles in the NARCOG Transit Pool, and the transport of passengers and/or congregate meals over specified routes to local and distant points according to the Daily Transit Schedules.

MAJOR DUTIES:

- Pickup/Drop off of passengers for transport to community service agencies, medical or pharmacy providers, or other destinations listed on the Daily Transit Schedule
- As needed, transports meals from Senior Centers to residences of home-bound clients; opens meal containers for clients and checks for spoilage
- Assist clients in boarding and exiting Transit vehicle, as well as their residence and destination; assists clients with packages and bags, as well as wheelchair or other mobility devices
- Monitors passenger schedules and coordinates passenger transfer, as required; assists in determining most efficient route of travel; communicates with Dispatch any traffic or other issues that may affect schedule times
- Collects fares and donations for meals and rides as appropriate; maintains accurate record of collections, passengers, mileage and other information mandated by the Agency at the end of shift
- Assists with preparing meals and cold boxes for transport; maintains cleanliness of containers as needed
- Performs daily pre-trip inspections of vehicles, including checking fluid levels and tire pressure; reports all issues related to maintenance or service needed to Dispatcher
- Maintains the cleanliness and appearance of Transit vehicle both inside and outside
- Represents the Agency to our clients; maintains good customer service relations; reports/ refers any complaints or unusual situations to Supervisor
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Must interact with passengers, clients, supervisors and co-workers in a courteous and patient manner
- Ability to read and comprehend documents, maps, road signs and computer screens
- Must have writing skills to complete routine records on passengers and maintenance
- Ability to hear in order to communicate with passengers, clients, co-workers, etc.

- Must be able to stand and walk, as well as climb steps, stoop or kneel
- Must have a valid Commercial Driver's License (CDL) to operate the assigned vehicle issued by the State of Alabama, and use defensive driving techniques
- Must have a safe driving record (MVR) and be insurable under the Agency's vehicle insurance policy
- Must be able to pass a DOT physical and have negative drug screens
- Knowledge of mathematics, to include addition, subtraction, multiplication, division and fractions.

SUPERVISORY CONTROLS: The Director monitors assignments in terms of general instructions and directs the day to day operation and spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include North Central Alabama Regional Council of Governments policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of transportation and customer service duties in support of the operations of the North Central Alabama Regional Council of Governments. Frequent interruptions contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to provide transportation to support for agency operations. Successful performance contributes to the efficiency of agency operations.

PERSONAL CONTACTS: Contacts are typically with passengers, co-workers, members of the general public, agency clients, elected and appointed officials, and representatives of other agencies.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS: The work is typically performed while seated, operating a vehicle.

WORK ENVIRONMENT: The work is typically performed in a transit vehicle, primarily sitting, but regularly involves physical exertion such as standing, walking bending, crouch, stooping and lifting moderately heavy items

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- Must have a valid Commercial Driver's License (CDL) to operate the assigned vehicle issued by the State of Alabama, and use defensive driving techniques
- Ability to read, write and perform mathematical calculations at a level commonly

associated with the completion of high school or equivalent

- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of six months experience working with the public or having had a similar position for one to two years.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Approval by Executive Director:	Date:
Approval by Administrative Director:	Date:
Read and reviewed by Employee:	Date: