



Position Description

Title: Access Operator
Department: Operations
Supervisor: Operations Manager
Status: Full Time & Part Time; Non-Exempt; Hourly; Union

Summary:

This position is responsible for safely operating a 14 passenger paratransit van to transport disabled and elderly passengers while displaying a professional attitude and effective customer service relations in demand-response services.

Essential Duties and Responsibilities:

- Maintains established time schedules and specific addresses as directed by daily manifest and radio dispatch.
- Performs pre-operation safety inspections; Visually inspects body of van for unreported damage, checks the operation of the wheelchair lift; Requests servicing and repairs verbally and in writing as necessary; Adjusts equipment for proper operating condition.
- Assists elderly passengers and persons with disabilities as required by the Americans with Disabilities Act, including the securement of mobility aids and physically evacuates passengers in any emergency situation. Provides curb to curb transportation to passengers providing limited assistance as needed.
- Complies with local traffic regulations; reports delays or accidents.
- Locates address on maps and uses time efficient routes.
- Provides information to dispatcher regarding changes in passenger status, location, no show, etc. in operating demand-response service.
- Makes reports of any unusual incident; reports to supervisor and Access Scheduler via radio. Submits written reports on traffic accidents, passenger incidents or accidents, and any vehicle or equipment malfunction.
- Collect appropriate passenger fares.
- Performs additional duties as requested.

Qualifications: Individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience: High school diploma or general education degree (GED). Previous experience working with elderly or disabled is helpful.

Language Skills: This position requires the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Reasoning Ability: The position requires the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations: Valid Operator driver's license with a For Hire endorsement, have an acceptable motor vehicle driving record. An acceptable driving record should be maintained throughout employment as it's monitored periodically per FTA regulations.

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. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; climb or balance; and stoop, kneel, or crouch. The employee must occasionally push and/or move 200 up to 600 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Supervisory Responsibilities: None

Special Requirements: Must be able to work varying shifts, hours and days, including early mornings, late evenings, weekends and holidays. Must comply with the standards of the Federal Transit Administration. Must pass physical as required by the Department of Transportation to include a drug and alcohol screen prior to appointment of position.

I have read and understand the requirements of this position and am able to carry out the essential functions of the position with or without a reasonable accommodation.

Employee

Date

Human Resources

Date