

**TOWN OF WESTON
JOB DESCRIPTION
PER DIEM DIAL-A-RIDE VAN DRIVER**

Position Purpose:

This per-diem position shall supplement the work of the full-time Dial-A-Ride Van Driver. The employee shall drive the Dial-A-Ride Van/Bus or vehicles for the Town's Dial-A-Ride Transportation Program for the Town's senior population which includes such tasks as: scheduling riders, setting up appointments, provide customer services to riders as needed including assisting passengers with groceries, assisting them on the bus and securing wheel chairs.

Supervision:

Supervision Scope: Performs responsible driving duties and administrative record keeping and scheduling requiring knowledge of Dial-A-Ride transportation program; and the exercise of customer service with courtesy and patients.

Supervision Received: Works under the general direction of the Senior Center Director following department standards, procedures and policies.

Supervision Given: None

Job Environment:

Driving is performed in a moderately and loud noisy traffic with regular interruptions via cell phone for pickup assignments; driving is done under possible adverse weather conditions, including extreme hot and cold. Administrative work is performed in a moderately noisy office with regular interruptions during the day from the clients for scheduling via the phone.

Requires the operation of a Mini-Bus, van, vehicle, cellular and other telephones, and radio; copiers, facsimile machines, and other standard office equipment.

Makes frequent and periodic contact with clients/riders, nursing homes, physician offices, families/caregivers, health care facilities, and Town staff. Communication is frequently in person, by telephone or radio. Contacts require a high level of courtesy and patients.

Errors in judgment or omissions could result in injury to others, delay in services, potential

liability.

Essential Job Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Screen incoming calls to set up appointments for clients, follow through with reminders calls to clients about scheduled appointments or changes in schedule.
- Drive town-owned Excursion-Bus/Dial-a-Ride Van or car based on daily schedule of pick ups; decide routes to take; receive radio/cell phone calls for follow up pick ups; assist riders into bus and into seat if necessary; secure wheel chair and client in bus/van/vehicle; assist clients with groceries bags; follow safe driving rules.
- Responsible for inspecting vehicle daily; reporting problems or taking vehicle in for repair and cleaning vehicle daily.
- Drive seniors on special trips for entertainment purposes.
- Responsible for keeping track of ridership, mileage, fuel.
- Contact appropriate staff if there is an accident, injured rider, ill rider, complaint from rider.
- Comply with OSHA regulations.

Minimum Required Qualifications:

Education, Training and Experience:

The qualifications required would generally be acquired with a High School Diploma or GED and have over two (2) years of experience driving a CDL vehicle or related work experience; or any equivalent combination of education, training and work experience

Special Requirements:

Must have and maintain: Valid CT license and CDL with public service or livery endorsement. Must submit to CDL Drug testing regulations.

Knowledge, Ability and Skill:

Knowledge: Strong knowledge of modern municipal senior transportation programs; knowledge of the senior center operations; knowledge of how to provide responsive customer service; knowledge of issues and concerns of seniors; knowledge of regulations related to CDL and passenger vehicles.

Ability: Ability to deal with distressed senior clients; ability to recognize and identify and solve

problems; ability to maintain working relationships with all clients and various agencies, etc.; ability to enforce rules; ability to set priorities; ability to maintain records; ability to learn locations in town and to drive within town efficiently; ability to plan and prioritize assignments to meet deadlines or client appointments.

Skill: Good verbal communication skills; aptitude for working with and explaining programs and regulations to people; aptitude for working with seniors and their families and maintaining effective working relationships with various groups; problem solving skills; listening skills; customer service skills; aptitude for working with paperwork and details; skill in using the above mentioned equipment.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions			X	
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts		X		
Risk of electrical shock	X			
Vibration	X			
Other-Describe _____				
Other-Describe _____				

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel & Type				X
Climbing or balancing		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms			X	
Tasting or smelling	X			
Bending, pulling, pushing		X		
Other- Driving				X
Other-Describe _____				

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)