

AREA IV AGENCY ON AGING AND COMMUNITY ACTION PROGRAMS, INC.

Position Description

POSITION: Area IV Transit Program Dispatcher/Driver
DEPARTMENT: Community Action Programs
REPORTS TO: Transportation Manager
FLSA STATUS: Full-Time, Regular, Non-Exempt

POSITION PURPOSE AND OBJECTIVES: This position is a safety-sensitive position requiring the scheduling and overall coordination of safe transit services and the safe operation of a motor vehicle in the provision of public transit services (including 5311, Medicaid, and TIII Older Americans Act Transportation) and the effective transportation of all passengers. Performance of these duties must be conducted in compliance with all applicable DOT, federal, state, local and Area IV Agency's regulations and policies, including U.S. DOT drug and alcohol testing regulations.

ESSENTIAL FUNCTIONS:

- Answers incoming calls promptly, gathers comprehensive information, and communicates information to the appropriate individual using a telephone, email, or alternate methods to facilitate timely pickup and drop-off of passengers.
- Dispatches/communicates information to drivers, as needed, using a mobile phone and scheduling application software, as necessary, to facilitate the timely pick-up and drop-off of passengers.
- Provides schedule/route information and directions to drivers, as necessary, via scheduling application software.
- Communicates with the general public, including passengers, families, staff, community agencies, and other providers in person or using a telephone, email, or other alternate methods to facilitate the timely pickup and drop-off of passengers.
- Contacts emergency personnel, such as police, ambulance, and fire department, when necessary, using the telephone, email, or alternate methods to ensure the safety of all passengers.
- Communicates with drivers and other appropriate individuals, as appropriate, to facilitate assistance as needed for vehicle maintenance issues.
- Serves as a back-up driver to facilitate the timely pick-up and drop-off of passengers.
- Operates a motor vehicle in the provision of public transit services in compliance with all applicable DOT, federal, state, local and Area IV Agency regulations and policies and ensures the safe and timely transportation of all passengers.
- Assists passengers as needed in the boarding and disembarking of the vehicle to ensure the safety of all passengers, including assistance during vehicle evacuation, as necessary.
- Boards and disembarks passengers, including those using wheelchairs or other mobility devices, requiring the use of lift equipment and securement systems according to Area IV Agency's policies and procedures to ensure the safety of all passengers.
- Completes daily paperwork using the Periscope Application on Agency provided smart phone or manually with pen/pencil, as required, to ensure accurate reporting and records.
- Completes daily pre-trip inspection using the required inspection checklist to ensure the proper and safe functioning of the vehicle.
- Regularly inventories vehicle equipment and supplies; reports restocking needs in accordance with the system's established procedure in order to maintain a safe, functional vehicle.
- Fuels the vehicle; ensures that all vehicle systems are properly shut down; visually inspects the interior for any items left by passengers; locks the vehicle to maintain security.
- Regularly cleans interior of vehicle to maintain a sanitary environment for passengers and the safe operation of the vehicle including:
 - Clean vehicle interior; including wheelchair brackets, using a vacuum or broom
 - Mop and dry, as necessary, vehicle interior
 - Clean windows using window cleaner

- Empty trash from inside the vehicle
- Disinfect vehicle arm rests, seats, handrails, dashboard, instrument panel, etc. using disinfectant cleaner
- Cleanup of blood and other bodily fluids, as needed, sanitizing with disinfectant cleaner
- Reports vehicle maintenance needs to the Transportation Manager
- Reports accidents to the Transportation Manager immediately.
- Other duties as assigned by the Transportation Manager or Deputy Director Community Action Programs.

REQUIREMENTS AND QUALIFICATIONS: Must be 21 years of age or older and have a high school diploma or equivalent. Must have a Driver's license for-hire endorsement and/or Commercial Driver's license (CDL). Must possess and maintain a good driving record, meeting or exceeding Area IV Agency's established driver eligibility standards. Must possess strong organizational skills and the ability to multi-task as well as exercise critical thinking skills to analyze and solve problems. Must have the ability to determine vehicle travel path to ensure safe and timely transportation of passengers. Must have the ability to evaluate and determine proper action in situations that may pose a safety risk. Must have the ability to effectively communicate, including strong oral and written communication skills, knowledge of the English language, and ability to effectively communicate required action to passengers in situations that pose a safety risk. Must have the ability to comply with current traffic and driver safety regulations as well as all other applicable Federal, State, and local regulations and Area IV Agency policies. Must have the ability to learn, understand, and follow all public transit routes/schedules. Must have the ability to maintain client confidentiality and to exercise ethical judgment, integrity, dependability and accountability in the performance of duties. Employee must complete a full background check.

PHYSICAL REQUIREMENTS: To perform the essential functions of this position, the employee is regularly required with or without reasonable accommodations to sit, stand, bend, crouch, kneel, twist, push and pull. Must be free from fainting spells, blackouts, dizziness, or seizures. Must have the ability to sit in a normal seated position for extended periods of time. Must have the ability to endure extended periods of driving. Must have the ability to lift up to 70 lbs. Must have the ability to tolerate exposure to dust, gas, and/or fumes. Must have the ability to exert up to 20-50 pounds of force, occasionally, and/or 10-26 pounds of force frequently. The position requires normal range of hearing, with the aid of corrective devices, as needed. The position requires normal range of vision, with the aid of corrective devices, as needed. Must maintain compliance with the Agency's Medical Qualification Program and Drug & Alcohol Testing policies and procedures.

WORKING CONDITIONS: The Dispatcher/Driver's hours of work and work schedule may vary. The position requires being seated for extended periods of time. The position requires frequent interaction with drivers and the public. The position requires being seated for extended periods of time while operating a motor vehicle, interrupted by frequent standing in order to assist passengers. While driving and/or assisting passengers, the driver will need to bend, crouch, kneel, twist, push, and pull. The position may also require exposure to varied weather conditions, temperatures, and light levels. The position requires frequent interaction with the public. The position may require maneuvering the vehicle in congested traffic and within areas of restricted space.

ACKNOWLEDGMENT: Acknowledgement of this Position Description does not constitute a contract of employment. This position can be modified at any time for any reason with authorization from the Executive Director. Area IV Agency on Aging and Community Action Programs, Inc. is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

Employee/Date

Executive Director/Date