

**POSITION TITLE:** Van Operator

**REPORTS TO:** Operations Supervisor

**SUPERVISES:** Does not supervise others

**SUMMARY:**

Responsible for safely operating a paratransit van and transporting passengers while displaying a professional attitude and effective customer relations in demand-response and fixed route services.

**ESSENTIAL JOB FUNCTIONS:**

1. Operates paratransit vehicles on assigned routes maintaining established time schedules or specific addresses as directed by radio dispatch or by customer request.
2. Locates address on maps and uses time efficient routes.
3. Provides information to the public regarding transportation services and transit policy.
4. Performs pre-operation safety inspections; requests servicing and repairs verbally and in writing as necessary.
5. Maintains schedules and operates transit equipment in a safe and efficient manner. Maintains all required passenger and vehicle records.
6. Responds to inquires and complaints from the public regarding services provided; assures that appropriate information is provided.
7. Assists elderly customers 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 situations. Provides additional door-to-door passenger assistance in operating Dial-A-Lift service.
8. Provides information to supervisor regarding route problems or traffic changes.
9. Provides information to dispatcher regarding changes in passenger status, location, no shows, etc. in operating demand-response services.
10. Provide detailed reports of accidents or incidents.
11. Collect appropriate passenger fares.

12. Practices safety at all times in performance of required duties.

**OTHER JOB FUNCTIONS:**

13. Performs other related duties as assigned.

**WORKING CONDITIONS:**

Duties are performed while sitting for long periods of time in a motor vehicle. Duties also require periodic standing to assist passengers. Moderate lifting, bending, and crouching may be required to assist passengers in boarding and exiting System vehicles. When in the field the employee may be exposed to hazards related to adverse weather conditions or vehicular traffic. Duties may be performed outside of normal System working hours at varying hours of the day, including weekends and holidays. See Supplement to Van Operator Job Description attached.

**KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of the rules, regulations and standard operating procedures of the system.

Knowledge of System services and safe transit vehicle operations.

Ability to safely operate System transit coaches and vans.

Ability to resolve customer complaints courteously and tactfully.

Ability to communicate effectively, and follow oral and written directions..

Ability to prepare accurate records and reports.

Ability to establish and maintain effective working relationships with staff, other agencies and the general public using tact, courtesy and good judgment.

Ability to perform all essential functions of a Van Operator position on an emergency basis.

Ability to successfully complete the System's operator training program.

Physical ability to perform the essential functions of the job.

**REQUIRED EDUCATION AND EXPERIENCE:**

High School Diploma or GED desirable.

Demonstrated responsible work experience of at least one (1) year dealing directly with the public.

Public bus driving experience desirable.

Or any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

Individual may be required to attend school/workshops on a yearly basis to maintain skill level necessary to carry out position responsibilities.

**SPECIAL REQUIREMENTS:**

Must be able to work varying shifts, hours and days, including early mornings, late evenings, weekends, and holidays.

Must be 21 years of age and have an acceptable motor vehicle driving record.

Must pass a Washington State Patrol background check.

*(Effective May 18, 2009: Must pass a Washington State Patrol and/or other agency type background check.)*

Must possess and maintain a Class "B" Commercial Driver's License with passenger and air brake endorsements; must maintain an acceptable driving record level throughout employment as monitored by periodic reviews of driving record.

Must comply with the standards of the Commercial Motor Vehicle Safety Act of 1986, and as periodically amended.

Must pass a job-offer employment related physical examination to include a drug and alcohol screen prior to appointment to position.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job; it is intended to be an accurate reflection of those principal job elements essential for making fair pay decisions about this job.

***INTERCITY TRANSIT***

**SUPPLEMENT TO VAN OPERATOR JOB DESCRIPTION**

The following responsibilities and tasks occur on a daily basis in the position of Van Operator:

1. Operator must be able to make a pre-check of all items on the vehicle that he/she is going to operate. This activity entails bending, reaching, kneeling, and stretching.
2. Operator must be able to operate at least four types of vehicles, including some that do not have power steering.
3. Operator must be able to sit in the seat for long periods of time, in some cases up to two hours without a break.
4. Operator must be able to maneuver 25 feet vehicles (excluding safety devises) in very heavy traffic, as well as on very narrow streets.
5. Operator must be able to assist elderly and disabled passengers, including lifting and lowering a wheelchair passenger over one step.
6. Operator must be able to handle stress in some cases for as long as ten hours a day.
7. Operator must be able to change vehicles during his/her shift, in some cases two or three times a day.
8. Operator must be able to adjust to different types of seats and must be able to wear vehicle seat belt at all times.
9. Operator must be able to give 100 percent of his/her attention at all times to his/her driving.
10. Operator must be physically able to perform all of the above duties at all times.