

# JEFFERSON TRANSIT AUTHORITY

## Position Description

**POSITION TITLE:** Transit Operator

**SUPERVISOR:** Operations Manager

### **SCOPE OF RESPONSIBILITY**

As directed by the Operations Manager, perform vehicle operations in fixed-route, Dial-a-Ride, Paratransit and extended service. Duties include, but are not limited to, safe operation of motor vehicles, providing passenger assistance and customer service, radio operations, record keeping and adherence to all applicable laws. Consistently display sound judgment which results in decisions that place the agency in the best possible light.

### **ESSENTIAL FUNCTIONS**

#### **Safety:**

- Demonstrates ongoing dedication to safety.
- Readies and inspects vehicles to insure safe and efficient operation in compliance with federal and state laws and agency policies.
- Operates vehicles in accordance with motor vehicle laws and principles of defensive driving in fixed-route, Dial-a-Ride and Paratransit transportation applications.
- Assists passengers with boarding and disembarking from vehicles.
- Responsible for properly securing passengers and mobility devices.
- Physically evacuates passengers in need during emergency situations.
- Reports vehicle mechanical deficiencies to maintenance department.
- Installs and removes tire chains when needed.

#### **Customer Service:**

- Demonstrates ongoing dedication to providing high-quality customer service at all times.
- Operates transit vehicles in the delivery of fixed route, Paratransit and specialized transportation to the general public.
- Operates all vehicle appurtenances as needed or requested to assist passenger's board and disembark.
- Calls stops in accordance with the Americans with Disabilities Act.
- Maintains clean vehicle interiors throughout the service day; exterior vehicle cleaning also required for Forks-based Operators.
- Maintains a professional, clean and well-groomed appearance.
- Promotes positive passenger relations, responding appropriately to situations in accordance with agency policies.

#### **Other Duties:**

- May assist in the training of new drivers as assigned.
- Maintains accurate records and prepares required reports including.
- Inputs necessary vehicle maintenance data in computer.
- Attends training sessions and various meetings as required.
- Performs other related duties as assigned by the Transportation Supervisor or his/her designee.

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Education and Experience:**

- High School diploma or equivalent.
- Valid Washington State driver's license or ability to obtain.
- Clean driving record and knowledge of traffic laws and safety rules applicable to the transportation of passengers.
- Strong customer relations, sensitivity awareness and communications skills.

**Ability to:**

- Successfully complete the Transit Operator training program, which includes Jefferson County, Port Townsend and Forks street logistics, fixed-route operations and procedures, demand-response operations and procedures, work hazards and safety procedures.
- Obtain a Commercial Drivers License (CDL) with proper endorsements.
- Acquire the knowledge to safely operate both fixed-route and Paratransit vehicles and vehicle equipment, including wheelchair lift and a variety of securement devices, under all conditions of weather, roadways, and traffic while successfully dealing with passengers and schedule requirements.
- Work effectively with fellow employees at all levels of the agency in positive ways to improve the agency.
- Maintain a courteous, professional approach when dealing with the public, other agencies or other employees.
- Communicate effectively both orally and in writing.
- Maintain punctual and regular attendance to provide dependable service to the public.
- Demonstrate sensitivity to passenger's needs and limitations.
- Ability and willingness to work any shift assigned to meet the needs of the agency, including evenings, weekends, holidays, and split shifts.

**SPECIAL REQUIREMENTS**

- Must pass a pre-employment substance abuse test as a condition of employment. This position is considered safety-sensitive, as defined by the Federal Transit Administration (FTA), thus it is subject to random drug and alcohol testing and is subject to all other types of substance abuse tests as described in the policy.
- Upon offer of employment, must successfully pass the CDL physical exam and must maintain a physical condition, as monitored by periodic CDL re-examinations, which allows completion of all assigned duties.
- If selected for the position, documentation of United States citizenship or an alien lawfully authorized to work in the United States will be required to establish identity and work authorization in accordance with the employer's obligation under the Immigration Reform and Control Act of 1986.
- Acceptable driving record.
- Upon offer of employment, must successfully pass agency Essential Physical Function tests and must maintain agility levels to be able to properly secure mobility aid devices throughout employment.
- Upon offer of employment, must be able to pass a Washington State Patrol background check (in accordance with RCW 43.43.830 through 43.43.840, Child/Adult Abuse Information Act).
- Upon offer of employment, Forks-based Operators must relocate to within 30 minutes of the base.

**WORK SCHEDULE**

Variable hours. Full-time work not guaranteed. Hours may vary according to work schedules and tasks to be accomplished with evening and weekend work necessary at times to accomplish the duties of the position as determined by the immediate supervisor.

**SALARY & BENEFITS**

Wage and benefits are per labor agreement.

**This is a non-exempt position as defined by the Fair Labor Standards Act (FLSA).**

**PHYSICAL DEMANDS:**

(Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%)

<b>Sitting:</b>	Continuously, up to 2 hours at a time, with few breaks.
<b>Standing/Walking:</b>	Frequently, when assisting passengers, walking to and from vehicle, and around vehicle for inspections.
<b>Driving:</b>	Continuously, up to 1-1/2 hours at a time, with few breaks.
<b>Lifting/Carrying:</b>	Occasionally, up to 25 pounds; must be able to lift 50 pounds if necessary.
<b>Bending/Squatting/Kneeling:</b>	Frequently, when inspecting vehicle and securing wheelchairs.
<b>Pushing/Pulling/Reaching:</b>	Frequently, with maximum force of 5 pounds, while steering vehicle, opening/closing vehicle doors. Frequently, up to 350 pounds when maneuvering wheelchair passenger.
<b>Twisting:</b>	Frequently, at waist and neck when driving and securing wheelchairs.
<b>Overhead Reaching:</b>	Occasionally, when reaching controls and signs.
<b>Climbing:</b>	Frequently, getting in or out of vehicle.
<b>Handling/Grasping:</b>	Frequently, while steering vehicle.
<b>Talking:</b>	Frequently, communicating with passengers and dispatcher.
<b>Hearing:</b>	Continuously, listening for emergency sirens, bus malfunctions, passenger communications, and radio communications.
<b>Fine Finger Manipulation:</b>	Occasionally, when handling change and operating radio and vehicle controls.

***The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.***

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