

**CITY OF ALMA
JOB DESCRIPTION**

TRANSPORTATION SERVICES DRIVER

Supervised By: Transportation Services Director

Supervises: No supervisory responsibility

Position Summary:

Under the general supervision of the Transportation Director, drives a pre-arranged route, accepts radio dispatched requests for service, and safely transports passengers within the designated service area. Collects fares from passengers, makes daily inspections of the vehicle and completes vehicle logs. Serves as Dispatcher when needed.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Operates a transit bus providing safe and courteous door-to-door transportation for customers within the assigned area of responsibility.
2. Provides friendly, courteous, and helpful communication when interacting with passengers and the general public.
3. Makes daily inspections of the transit bus for such items as scratches, dents, burned-out lamps, low tire pressure, and fluid levels, and performs general cleaning. Prepares both the pre-trip and shut-down inspection logs.
4. Accepts radio-dispatched calls from customers and for service within the Alma service area on a two-way radio and telephone, in addition to completing scheduled routes.
5. Collects fares from passengers and delivers ticket vault to the Dispatcher's work station area.
6. Assists special needs passengers in boarding and departing the bus.
7. Completes a daily operational log to indicate the number and types of trips.
8. Refuels the transit bus when needed and may be assigned to wash and clean vehicle exterior and interior.
9. Follows standard guidelines provided by the Transportation Department in emergency situations.
10. Serves as Dispatcher when needed. Answers incoming calls, schedules pick-ups and notifies drivers of passenger needs.
11. Picks up City mail and delivers it accordingly.
12. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- High school diploma or the equivalent.
- State of Michigan Commercial Driver's License (CDL) with the ability to obtain the appropriate endorsement(s), a satisfactory driving record, and the ability to maintain one throughout employment.
- Knowledge of the policies and procedures of the Dial-A-Ride and inter-city transportation systems.
- Knowledge of the City of Alma and surrounding areas, businesses, streets and infrastructure.
- Knowledge of traffic laws, ordinances and practices involved with safe vehicle operation.
- Excellent customer service skills, including responding diplomatically to customer complaints.
- Skill in maintaining detailed and organized records, and generating related reports.
- Skill in counting money, making change, and recording transactions with speed and accuracy.
- Skill in the use of office equipment and technology, including computers and related software.
- Skill in dispatching and operating public transportation vehicles with thorough knowledge of the responsibilities, techniques, and equipment (vehicle and support) associated with driving and dispatching.
- Ability to communicate effectively and present ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, and the public.
- Ability to exercise a high degree of diplomacy and work effectively under stress in contentious or confrontational situations.
- Ability to coordinate multiple tasks, adjust to changing priorities, and work within deadlines.
- Ability to operate support equipment such as lift ramp, gas pump, two-way radio.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly operates a public transit bus in all types of weather conditions, must lift and/or move items of light to moderate weight, and may occasionally be required to assist individuals boarding a bus using an automated wheelchair lift system. The employee may work in or around a maintenance garage, exposed to moving mechanical parts, fumes or airborne particles. The noise level in the work environment is usually moderate.

This position is required to work outdoors in all types of weather conditions, including extremely adverse weather, and must lift and move passengers using an automated wheelchair lift system when assigned to driving a transit bus. Moving wheelchairs and/or mobility units, and utilizing associated tie down systems involves physical exertion and considerable strength. This position must lift, push and pull heavy weight, kneel, bend and twist and use considerable upper body strength to secure passengers in wheelchairs. This position also regularly encounters stress associated with driving large passenger and mass transit vehicles in very severe and dangerous weather conditions.