



**Transit Management of Ada County
JOB DESCRIPTION**

Job Title: Access Operator

FLSA Status: Non-Exempt

Department: Operations

Date Prepared: 11/01/2017

Reports To: Operations Manager

Subject to Collective Bargaining Agreement

Employment Type: Employee

Summary

Safely operate a demand-response transit vehicle to transport pre-qualified passengers to varying points at pre-scheduled times. Provide passengers with safe and efficient operational service. Work is performed under the continuing supervision of the Operations Manager - Boise and is monitored and reviewed through observation and through passenger response.

Essential Duties

- Make pickups and deliveries of passengers as arranged by ACCESS Coordinator and adhere to arranged schedule except as required for the safety of passengers, driver and vehicle.
- Assist passengers in boarding and disembarking as needed, including passengers with walkers, wheelchairs, or other mobility devices.
- Secure walkers, wheelchairs and other mobility devices in their designated areas.
- Complete a vehicle pre-trip and post-trip inspection and submit required reports.
- Provide passengers with accurate information regarding fares and services in a courteous, friendly manner.
- Maintain complete and legible operations logs and submit them each shift.
- Keep the interior of the vehicle reasonably clean for the comfort and safety of passengers and driver.
- Collect coupons or cash fares. Record amounts collected on the Daily Schedule and reconcile discrepancies between collections and the report.
- Regulate heating, lighting, and ventilating systems for passenger comfort.
- Comply with local traffic regulations and safety regulations for transit vehicles.
- Report delays, accidents and other schedule interruptions via two-way radio to dispatch and ACCESS Coordinator.
- Maintain appropriate passenger management and report incidents to supervisor. Observe safety and security procedures.
- Properly operate all communications equipment assigned and limit use to business purposes.
- Perform routine vehicle inspection and maintenance including checking the engine oil and adding if low. Checking fuel, brakes, lights, windshield wipers, engine water level, adding if low, and tire pressures, adjusting if necessary, within allotted time. Report any items that cannot be corrected to maintenance.
- Perform work safely in accordance with departmental safety procedures. Operate equipment safely and reports any unsafe work condition or practice to supervisor.
- Read and obtain a thorough knowledge and understanding of the Disciplinary Code, the Employee Handbook, Company policies and procedures, and the Collective Bargaining Agreement and abide by them in the performance of duties.
- Treat all passengers, co-workers and Valley Regional Transit employees in a respectful, professional manner.

Non Essential Duties

- Perform other related functions as assigned or apparent.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. CPR Certificate is desirable. First Aid Certificate is desirable. Ability to operate a demand-response transit vehicle effectively and safely. Keep simple records and make reports; Deal courteously with passengers and public.

Job Description, ACCESS Operator

Other Qualifications

Safety principles and regulations applicable to demand-response transit vehicle operations, including the Idaho Vehicle Code and the County traffic regulations. Have a general knowledge of Regional Transit Area. Possess the ability to read and interpret street maps. Ability to maintain the proper operation and maintenance of vehicles.

Certificates, Licenses, Registrations

Possess a valid Class B CDL with airbrake and passenger endorsements. Satisfactorily pass an annual physical examination showing capability to perform essential duties. Satisfactorily pass a drug test as requested. This position is subject to the successful completion of a Criminal background check.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time. Reliable and predictable attendance is an essential function of the job.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner.

Computer Skills

To perform this job successfully, an individual should have basic data entry skills.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, percentages, and interpret bar graphs.

Teamwork Skills

Possess good teamwork skills and the ability to effectively communicate with all employees.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving multiple variables in a variety of situations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work is typically performed in a vehicle and outdoors. The employee uses equipment requiring a high degree of dexterity. The employee regularly assists customers with mobility impairment including but not limited to pushing/pulling wheelchairs, and securing wheelchairs and other mobility devices.

Access Coordinator Job Description

While performing the duties of this job, the employee is regularly required to sit in a driving position and talk or hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch, twist, or crawl and taste or smell. The employee must regularly push/pull/move individuals in wheelchairs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Job Description, ACCESS Operator

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this 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 is frequently exposed to outside weather conditions and vibration. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

This position description in no way states or implies that these are the only duties/functions to be performed by the incumbent. Employees will be required to follow any other job-related instructions and to perform any other job-related duties/functions requested by their supervisor.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVALS:

Operations Manager - Boise	Date

Human Resources	Date

I hereby certify that I have read and understand my job description. In addition, I accept the responsibilities of this position and acknowledge that I have received a copy of my job description.

Employee's Signature	Date

Print - Employee's Last Name, First Name	

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