



Cooperative Alliance for Seacoast Transportation
Non-CDL Operator
Job Description

POSITION TITLE: Non-CDL Operator

JOB SUMMARY: Provides safe, efficient service to passengers through the operation of a non-CDL public transportation vehicle.

CLASSIFICATION: FLSA Non-Exempt (hourly, eligible for overtime)

WORK SCHEDULE: Can be full or part time. Operators select work by seniority and work a variety of shifts and hours between 4:00am and 11:00pm, Monday through Saturday, with occasional Sunday work. Must be available for flexible hours. Must be available during disaster, emergency, and weather events.

REPORTS TO: Operations Supervisors

JOB DUTIES:

1. Essential Functions

- a) Transports passengers in cutaways or vans in a safe, courteous, and reliable manner.
- b) Operate non-revenue vehicles between assigned reporting location and relief location.
- c) Notifies dispatch of deviations, overload, collisions, or passenger incidents.
- d) Notifies dispatch of passengers' medical or behavioral problems and vehicle mechanical or electrical trouble.
- e) Follows dispatch direction in resolving incidents, problems, and trouble on the vehicle.
- f) Stops at designated points to load and/or unload passengers.
- g) Sees that fares are deposited into the fare box or properly submitted, logs ridership and other data and dispenses information.
- h) Advises passengers of rules and regulations when necessary.
- i) Completes and submits written reports concerning various incidents and preventable and non-preventable collisions.
- j) Operates on-board computer for destination signs.
- k) Assists in the boarding and alighting of passengers in wheelchairs and other mobility devices. Ensures proper securement of passengers, belongings, and mobility devices.
- l) Provide customer assistance in accordance with COAST expectations and

Americans with Disability Act requirements.

- m) Makes ADA stop announcements and conforms to all other aspects of ADA regulations.
- n) Receives, understands and follows scheduled trip assignments and instructions provided through paper and electronic means.
- o) Receives, understands, and follows all COAST memos, policy, and procedure updates.
- p) Ensures that passengers and any of their mobility devices are properly secured.
- q) Regularly uses tablet computer in the performance of job duties.
- r) Complies with all company policies, procedures, and work rules in the performance of duties.
- s) Operate service under either COAST's Demand Response or Fixed Route service delivery methods, as required.

2. Other Job Functions

- a) Assumes additional responsibilities as required, including, but not limited to, performing support services to COAST such as making deliveries of materials, assisting with bus stop sign or shelter basic maintenance and cleaning, or miscellaneous office duties.
- b) Other duties as assigned.

3. Safety Duties

In addition to the general job duties, operators are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies. Each driver will:

- a) Maintain control of their assigned vehicle
- b) Take charge of a security incident scene until the arrival of supervisory or emergency personnel
- c) Collect fares in accordance with COAST policy
- d) Attempt to handle minor non-threatening rule violations
- e) Respond verbally to complaints

- f) Attempt to defuse minor arguments
- g) Determine when to call for assistance
- h) Report all security incidents to agency dispatch or supervisors
- i) Complete all necessary security related reports
- j) Support community emergency response activities as directed by the COAST policies, procedures, and personnel
- k) Report unsafe work conditions

REQUIREMENTS:

1. Knowledge

- a) Must possess a High School Diploma or equivalent.
- b) Ability to read, write, and speak the English language.
- c) Ability to perform basic arithmetic.
- d) Must meet COAST's driving record requirements. (A commercial license is not necessary for this position).
- e) Must be able to write legibly in the preparation of pre-trip forms, incident reports, collision reports, etc.
- f) Ability to understand and follow instructions.

2. Emotional / Psychological Factors

- a) Ability to communicate and work effectively with the public.
- b) Ability to deal with stressful situations occasionally, and be prepared to handle them at all times.
- c) Ability to make decisions regularly regarding emergency situations, traffic situations, and customer service situations. Ability to make some decisions quickly.
- d) Ability to concentrate is a requirement to be able to drive safely, despite distractions including passenger conversations or questions, two-way radio conversations, traffic, etc.
- e) Ability to concentrate on multiple tasks with frequent interruptions.

3. Physical Requirements

- a) Operating a van and cutaway is an essential function of the job.

- b) Must be able to get to assigned work location on time regardless of weather. Many shifts start before and end after public transit runs, necessitating the operator be able to provide own transportation to work.

MOBILITY:

Sits while operating a vehicle approximately 80% of the workday. Gets up as frequently as each hour, for up to five minutes. Stands and moves about the vehicle or trip location approximately 15% of the workday. Performs pre-trip inspection of vehicle by walking around and through vehicle. Assists passengers, including those using mobility devices. Secures mobility devices, and safely operates the ramp or wheelchair lift. Stoops or bends to secure mobility devices in the vehicle, on the average of 10% of the workday. May spend approximately 5% of the workday on hands and knees while securing mobility devices. Must be able to bend at the knees and waist frequently. Must have ability to secure and maintain a DOT medical certificate.

EXAMPLES OF WEIGHTS LIFTED AND THEIR FREQUENCY:

Minor lifting is required for this position, including equipment that may weight up to 20lbs, and includes frequent lifting of mobility device restraint equipment and passenger belongings. Must be able to push and pull to assist passengers using mobility devices including up and down inclines.

VISUAL REQUIREMENTS:

Must be able to read and comprehend written and electronic material and utilize close-up vision. Depth perception, peripheral vision, distance vision, and color perception are required for driving. Ability to see well at night in driving situations is required. Must be able to pass vision portion of DOT medical exam.

DEXTERITY:

80% of the work time involves extensive use of hands and fingers including, reaching and grasping. Reaches for two-way radio, reaches to side for door control, PA microphone, etc. Grasps steering wheel, wheelchair lift control, bus door control, PA microphone, two-way radio. Must be able to bend, stoop, and crouch to secure passengers in wheelchairs to the vehicle using existing restraints on the floor of the vehicle.

ENVIRONMENTAL CONDITIONS :

Noise exposure is moderate--passenger conversation, diesel engine noise, automobile traffic noise, two-way radio conversation. Some exposure to outdoor weather extremes. The bulk of such exposure would come from the pre-trip inspection of the vehicle,

emergency situations involving traffic accidents, weather emergencies, assisting passengers into or out of the vehicle, etc. Some exposure to vehicle emissions.

HEARING/TALKING:

Listening and talking (communicating) are essential to performing this job. Operators must be able to hear and understand normal speech, as much of the job information is received verbally. Operators must have the ability to hear normal conversation and environmental sounds. Operators must respond to passenger questions, make stop announcements in a loud, clear voice, and communicate via two-way radio.

MISCELLANEOUS:

Must be willing to work shift hours and days as bid and assigned. Must adhere to Operator's dress code, and any other requirements relative to job performance. Must have ability to secure and maintain a DOT medical certificate as a condition of employment.

The above description is intended to describe the general content, identify the essential functions, and set forth the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have received, read, and accept the above job description:

Name: _____ Date: _____

Sign: _____