

Position Purpose:

Performs routine work responsible for transporting elderly and handicapped residents to and from appointed destinations along with dispatching responsibilities. Performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Utilizing transportation software, accepts incoming request for transportation, schedules ride on Van 1, Van 2, or electric car, and communicates the daily schedule with drivers via printed manifest and verbal instruction. Communicates with drivers any schedule changes, inspects, and corrects drivers' logs and coordinates relay of information to and from MART.
- Transports seniors (ambulatory and non-ambulatory) to Sterling Senior Center and elsewhere, while operating vehicle according to MA RMV regulations, and in accordance with scheduling set by the Sterling Senior Center.
- Maintains vehicle, making sure that fuel supply is adequate, checks engine oil and transmission fluid routinely, and makes sure the routine vehicle service schedules are conducted on a timely basis in coordination with MRTA.
- Provides written and oral reports to Sterling Senior Center, including record of vehicle mileage, vehicle service schedules, fuel consumption, trip reports, etc.
- Provides additional assistance to vision impaired/cognitively impaired/physically impaired passengers with tasks such as shopping, banking, lifting or carrying items.
- Assesses passengers for changes in mental health status, self-neglect, abuse, or negligence in care. Provides appropriate referrals to outreach and/or Director.
- Appraises problematic behavior and intervenes to de-escalate/defuse difficult situation. Notifies Dispatcher/Director as necessary.
- Utilizing transportation software, accepts incoming requests for transportation, schedules ride on Van 1, Van 2, or Electric Car, and prints manifest.
- Performs similar or related work as required, directed or as situation dictates.
- Prepares monthly invoice to MART per contract with MART and Town of Sterling.

Recommended Minimum Qualifications:**Education, Training and Experience:**

High school diploma or GED; three to five years of experience driving in comparable weather conditions; two to five years computer experience with Office and some form of transportation experience working with senior citizens desirable; or an equivalent combination of education and experience. Must possess a valid Massachusetts Class B Driver's License with good driving record. CPR and First Aid Certification. CORI check required.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of the operation and maintenance of a minivan vehicle. Knowledge of the town's geography. Working knowledge of occupational hazards and of safety precautions to be exercised to ensure safe operation of vehicle and safety of passengers.

Ability: Ability to interact with elderly and disabled persons in a positive and sensitive manner. Ability to communicate effectively and execute oral and written instructions in a precise manner. Ability to analyze the proper performance of a motor vehicle by following a preventative maintenance service schedule. Ability to administer first aid and CPR and ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times.

Skill: Excellent employee relations and public relations skills and ability to handle multiple tasks. Must have a good driving record and skill in driving a passenger van. Excellent customer service skills. A high level of patience, tact, and discretion.

Physical Requirements:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the

Moderate physical effort required when driving for long periods of time; intermittent strenuous physical effort is required to assist passengers and lift packages. The employee is regularly required to use hands to operate equipment and reach with hands and arms and operate, steer, and maneuver a commercial vehicle under various weather conditions, and must walk, sit, stoop, and crouch. Employee may occasionally lift and/or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges.

Supervision:

Supervision Scope: Performs routine work of a repetitive nature which involves the exercise of considerable caution and safety when driving passengers to and from various locations.

Supervision Received: Works under the general direction of the Senior Center Director. Employee refers all questionable cases to supervisor. Works independently and exercises judgment involving transportation issues.

Supervision Given: Supervises Senior Van Driver and Van Drivers.

Job Environment:

- Work is performed in a vehicle on the road with exposure to all weather conditions and the general hazards associated with driving.
- Operates a senior shuttle bus.
- Contacts are by phone and in person; contact is primarily with passengers, client families and COA staff and the town garage; contact consists of an information exchange dialogue, discussing routine issues.
- Errors could result in personal injury, delay or loss of service, or damage to equipment.

This job 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.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer