



## JOB DESCRIPTION

### **Job Title: Paratransit Operator**

Department: Operations

Reports to: CONTRACT SPECIFIC MANAGER

### **JOB STATEMENT:**

As true ambassadors, our drivers serve as the daily face of MyCity and THE CONTRACTOR. Often, they are the only person a passenger will ever see or talk to personally from THE CONTRACTOR. Reporting to our team of supervisors, they are responsible for delivering safe, courteous, and on-time service to THE CONTRACTOR's passengers. Their focus is to provide every passenger with a safe and happy experience.

### **DUTIES:**

- Ensure safe on-road operations while maintaining on-time pick-ups and drop-offs.
- Familiarity with assigned service area.
- Awareness of ADA Policies and Procedures.
- Understanding of ADA compliance.
- Proper operation of all wheelchair lifts.
- Collect the prescribed fares and notify paratransit dispatch of any refusal to pay or any other type of fare evasion or fraud.
- Providing information to passengers.
- Welcome and help passengers.
- Effectively communicate with passengers especially in case of service disruptions.
- Perform pre and post trip inspections
- Follow deadhead routing and their assigned revenue service itinerary.
- Report to the paratransit dispatcher anytime the bus falls behind the scheduled pick-up window.
- Report any problems that may disrupt scheduled service.
- Report immediately to dispatch any vehicular accident or passenger incident and follow the incident and accident reporting procedures.

Performs all other duties as assigned.

- **Communication**-Communication refers to the ability to inform orally and in writing, with clarity and good effect. It means to understand clearly and quickly when instructions or orders are received. It means judgment about what information is important and what is not, and what should be communicated, how, to whom and when.
- **Organization**- Can marshal resources (people, funding, material, support) to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently. Arranges information and files in a useful manner.

- **Time Management**- Uses his/her time effectively and efficiently. Values time. Concentrates his/her efforts on the more important priorities. Gets more done in less time than others. Can attend to a broader range of activities.
- **Customer Service**- Refers to the ability to satisfy the expectations and requirements of customers. Displays courtesy and sensitivity and responds promptly to service requests. Identifies customer needs and explains services clearly. Handles difficult situations.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Judgement**- Refers to the ability to make decisions in a timely fashion that are sound, accurate and supported by the reasoning and inclusion of appropriate people.

**Experience and Requirements:**

- Must be at least 23 yrs. old
- Must pass a criminal background
- Must pass a pre-employment drug and physical test
- Subject to random drug and alcohol testing at anytime
- Valid Driver's License required

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to stand and walk. The employee must regularly lift, push, pull, and/or move up to 75 pounds. The employee must be capable of bending, reaching, crouching, and climbing.

**Work Environment:**

The individual will primarily be inside an air condition or heated covered vehicle. The individual will frequently be exposed to different outdoor conditions while driving vehicles such as hot/warm, cold, extreme cold, rainy, sunny and snowy conditions.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed above are representative of the knowledge, skill, and/or ability, and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.