

Sangamon/Menard Area Regional Transit
(SMART)
DRIVER
Job description

Each employee will further the goals and objectives of Sangamon /Menard Area Regional Transit (SMART) and will comply with policies established by the Sangamon County Board and any/all funding agencies. The Transportation Driver will cooperate to the fullest extent with all other aspects of SMART to provide client independence, dignity and improved quality of life while providing the most efficient service possible.

CONCEPT OF SMART

Rural Transportation service is partially funded through grants with the FTA and IDOT, providing transportation to rural citizens within Sangamon and Menard Counties. These services are provided to enhance opportunities available to the rural population of Sangamon and Menard Counties.

DEPARTMENT GOAL

SMART functions on two (2) main goals:

1. To provide the maximum units of transportation to the largest portion of the population requesting service.
2. To maintain the highest standards of quality of service in the program and its employees, in a positive exchange, while providing transportation in a safe and efficient manner.

SUMMARY:

Responsible for providing transportation services to all individuals, including persons with disabilities, in a safe and timely manner, and for properly operating and maintaining the transit vehicle assigned to him/her. Responsible for complying with all Sangamon Menard Area Regional Transit (SMART) policies and procedures, as well as all funding source regulations and requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Frequency of duties and percent of time may vary based on demand

1. Must be able to follow a daily demand response service schedule.
2. Complies with all routing and scheduling directives.

3. Performs pre-and post operation safety inspections; coordinates all vehicle servicing and repairs verbally and in writing as necessary through the SMART Lead Driver.
4. Responsible for routine fueling at local service stations.
5. Maintains cleanliness and appearance of vehicle, both inside and out.
6. Maintains all required daily passenger and vehicle records.
7. Operates transit vehicles in a safe and efficient manner. Practices safety at all times in performance of required duties.
8. Operates other vehicle-related equipment to include wheelchair lifts, ramps, radio, and computers.
9. Assists customers who have requested, through the scheduler dispatcher and require special assistance and/or persons with disabilities as required by the American with Disabilities Act (ADA), including assistance with packages. The securement of mobility aids and physically evacuates passengers in any emergency situation
10. Provides information to the public regarding transportation services and transit policy.
11. Provides information to Lead Driver and/or Scheduler /dispatcher of dispatch scheduling and/or route problems or traffic changes.
12. Reports passenger problems to Scheduler/Dispatcher and Lead Driver verbally and in writing as required for resolution.
13. Collects appropriate passenger fares and reconciles with appropriate personnel at the end of shift.
14. Other duties as assigned.

EDUCATION AND WORK RELATED EXPERIENCE

- High school diploma, completion of G.E.D., or equivalent.
- Must be over 21 years of age.
- Ability to exhibit customer service knowledge.
- Criminal background check, drug test and physical required for hire.
- Two years' experience in a Job related field with increasing levels of responsibility is required.
- Must be able to obtain First Aid, CPR and AED certificate on hire
- Must obtain a valid CDL permit and successfully passed (5) skills tests and be ready to take road test and take Passenger Endorsement within 30 days of hire.
- Have no more than one (2) moving violation in the past 12 months.
- Must have reliable means of communication, i.e., home telephone, cellular phone.
- This position is classified as safety-sensitive and is required to undergo and successfully pass pre-employment drug and/or alcohol testing, criminal background check, driving record check, and Department of Transportation (DOT) physical examination prior to appointment to position.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES

- Good oral and written communication skills.

- Ability to communicate, interact and work effectively and cooperatively with people from diverse backgrounds and agendas.
- Personal computer and keyboarding knowledge.
- Knowledge of various software functions.
- Ability to prepare accurate records.
- Critical thinking and problem solving skills.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to diffuse and manage escalating and stressful situations.
- Ability and willingness to be on call and/or respond to shift changes.
- Ability to promote and follow SMART policies, IDOT and department procedures.
- Knowledge of the rules, regulations and standard operating procedures for vehicles.
- Ability to safely operate SMART vehicles.
- Ability to perform all essential functions of a vehicle operator on an emergency basis.
- Ability to successfully complete all operators training programs as required by SMART, state and federal rules and regulations.
- Ability to work independently with minimal supervision.
- Physical ability to perform the essential functions of the job.
- Have ongoing intimate knowledge of rural Sangamon and Menard County which includes highways, towns, streets and rural roads and ability to read a map if required.
- Knowledge of State Motor Vehicle Code and applicable laws to the operation of vehicles used in public transportation

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE

- Operating knowledge of and experience with personal computers
- Operating knowledge of onboard transportation software is preferred.
- Operating knowledge of two-way radio communications system and other communication equipment and ability to learn codes.
- Operating Knowledge of small and large passenger vehicles for daily pre and post checks and operation.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE

This job has no supervisory responsibilities

Reports Directly to the **Lead Driver**.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS:

The physical demands, work environment factors and mental functions described below 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 essential functions.

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| PHYSICAL ACTIVITIES: |
| ✓ Stand |
| ✓ Walk |
| ✓ Sit |
| ✓ Use hands for gross motor skills |
| ✓ Reach with hands and arms |
| ✓ Climb or balance |
| ✓ Stoop, kneel, crouch, or crawl |
| ✓ Talk |
| ✓ Hear |
| ✓ Understand different dialects and impediments |
| ✓ MENTAL FUNCTIONS: |
| ✓ Evaluate |
| ✓ Interpersonal Skills |
| ✓ Compile |
| ✓ Compare |
| ✓ Analyze |
| ✓ Communicate |
| ✓ Compute |
| ✓ Copy |
| ✓ Coordinate |
| ✓ Instruct |
| ✓ Negotiate |

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| WORK ENVIRONMENT: |
| ✓ Prolonged sitting |
| ✓ Noisy |
| ✓ Work in close proximity to others |
| ✓ Hectic pace |
| ✓ May require prolonged outdoor weather conditions |
| ✓ May require night driving |
| ✓ Ability to fill in for drivers as needed |
| ✓ Some flexibility with work hours |
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| WEIGHT and FORCE DEMANDS: |
| ✓ Lift Up to 100 pounds |
| ✓ Push More than 200 pounds |
| ✓ Carry 50 pounds |
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| ✓ VISUAL FUNCTION |
| ✓ Depth perception |
| ✓ Color vision |
| ✓ Close vision |
| ✓ Distant vision |
| ✓ Adjust focus |