



## Job Description

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**Job Title:** Driver

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**Work Location:** Terrell, TX

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**Division/Department:** Operations

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**Reports to:** Transportation Manager

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**FLSA Status:**

Full-time

Exempt

Part-time

Nonexempt

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**Salary Grade:** Hourly Bi/Weekly

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### Job Summary:

As a STAR Transit driver, you will be responsible for safely operating a transit motor vehicle and providing excellent customer service. Your primary objective will be to provide safe, reliable, on time, and efficient public transportation. Represent STAR Transit in the most ethical manner to maintain the high standards of the agency.

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### Structure:

- May work excess of 40 hours when approved by manager. For holiday or shift coverage. Hours may be before or after normal business hours.
  - Benefits include medical, dental, vision, life insurance as defined in employee handbook.
  - Time off includes vacation, paid time off, birthday and holiday's as defined in employee handbook.
  - \$15.00 per hour/\$31,200.00 annually. (Effective 09/06/2020)
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### Essential Duties and Responsibilities Include:

- Complete training covering changes in the transportation program, reporting requirements and vehicle operation, including special equipment, as needed.
- Responsible for daily cleanliness, appearance, and sanitation of vehicle.
- Responsible for notifying Asset Management Director of any vehicle problems.
- Daily inspection of bus for defects before and after trips and submits the report to Asset Management Director indicating truck vehicle condition.
- Collects bus fares in accordance with STAR Transit procedures.
- Operate and maintain radio or phone contact with dispatcher and follow radio procedures at all time to maximize efficiency and report any schedule change to the dispatch office.

- Drive safely and obey all traffic laws, including following the standard operating procedures.
- Maintain a polite and safe atmosphere on the vehicles at all times.
- Provide curb to curb assistance to passengers to the extent necessary to endure a safe and comfortable ride, including: (1) assisting passengers to and from the vehicle by providing support for ambulatory persons while walking and assisting persons using mobility devices up and down the steps. (2) Using the vehicle lift, assist in positions the mobility device onto and off the lift. After loading the passengers who use a mobility device, the driver will have to bend and/or reach to secure the mobility device to the vehicle with the four-point securement system.
- Learn STAR Transit's service areas, be alert to changes in roadways or destinations, and relay that information to the dispatch office.
- Immediately Report any accidents or incidents to Dispatch at the time of the occurrence.
- Maintain commitment and core values.
- Comply with changes, additions, or removals of service requests.
- Perform additional duties as required by management.

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### **Competencies:**

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.
- Technical Skills - Strives to continuously build knowledge and skills.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Business Acumen - Understands business implications of decisions.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

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### **Qualifications:**

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.

- Current DOT Physical.
- Hold and maintain a Class "A", "B" or "C" Commercial Driver's License with Passenger Endorsement during tenure of employment.
- Drivers will be required to complete training for Passenger Assistance Training, First Aid & CPR, Defensive Driving, and Sexual Harassment.
- Drivers must have good driving records and maintain that good driving record during employment.
- Drivers are required to complete a Criminal background and Motor Vehicle Report before employment and each year thereafter.
- Comply with all standards and requirements of STAR Transit's Drug and Alcohol Policy, Sexual Harassment Policy, and Accident Prevention Plan.
- Complete training on STAR Transit's transportation program, policies, reporting requirements, vehicle operation and the geographical area(s) in which STAR Transit operates.
- Complete training to use special equipment on vehicles such as wheelchair lifts and securement, and communication equipment (cell phones, walkie-talkies, MDCs).
- Must have the ability to drive all STAR Transit vehicles.
- Knowledge of computer and tablet.

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### **Education and/or Work Experience Requirements:**

High school diploma or equivalent

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**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 essential functions.

- Long periods of sitting.
- Physically able to enter and exit the bus with each client.
- To step-up approx. 20" to enter, bus multiple times during a shift.
- Be able to bend over to secure the wheelchairs to the floor multiple times during the shift.
- Be able to squat or get down on one or both knees multiple times during a shift.
- Have physical strength to be able to help passengers using mobility devices.
- Able to lift no more than 50 lbs.

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**Ability to:**

- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- To effectively present information and respond to questions from groups of managers, clients, customers, and the public.
- To apply concepts of basic math.
- To solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- To interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- To work a flexible work schedule. Variable shifts, irregular hours, and to be available for work on a short notice.

The above is not to be construed as an exhaustive statement of duties, responsibilities or requirements. I have read the above position description and understand the duties and responsibilities of the position.