

# HIRTA Public Transit / Heart of Iowa Regional Transit Agency

## JOB DESCRIPTION

Job Title:	<b>Transit Driver- Paratransit / Demand Response</b>	Department:	Operations
Written:	March 20, 2013	Location:	HIRTA Region (Specific County)
Revised:	November 23, 2016	Reports To:	Dispatch / Supervisor
Status:	Non-Exempt	Supervises:	None

### DESCRIPTION OF WORK:

Responsible for safe and timely operation of transit vehicles, within a scheduled run, or special service. Requires a thorough knowledge of passenger safety and ability to maintain courtesy under stress. Ensure a commitment to safety through consistent and professional behaviors in performance of job requirements that demonstrate safety is a fundamental value that guides all aspects of our work. Practice defensive driving habits and exercise prudent judgment under a variety of constantly changing operating conditions.

This is a safety sensitive position subject to the rules and regulations of the Drug and Alcohol policy.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

- Conducts self in an appropriate manner as a representative of HIRTA, working effectively in a diverse work environment, using prudent judgment at all times, performing duties in a safe manner, and assuring professional quality of services to all external and internal customers.
- Responds to constant changing needs of HIRTA in relation to coverage of operations, sometimes on minimal notice.
- Performs pre-trip and post-trip inspections of transit vehicles for mechanical problems, and pre-testing all passenger accessibility lifts and equipment, prior to beginning scheduled run.
- Complies with the American with Disabilities Act (ADA) in operating the transit bus. This includes providing accessibility for disabled passengers to board and de-board by properly operating the accessibility lift and safely securing such passengers in a courteous manner.
- Maintains and records passenger counts, fare collections and record data in a neat and accurate fashion, as required.
- Operates transit bus in revenue and non-revenue service while in strict compliance with HIRTA policies, directives, and procedures and all Federal and State traffic laws and regulations, as well as Department of Transportation (DOT) rules and regulations. This includes using proper defensive driving techniques.
- Maintains a working knowledge of streets, assigned schedules, and stops within service area.
- Has the ability to operate, review and enter required trip data using an electronic device, (i.e.tablet)
- Maintains knowledge of and adherence to all HIRTA operating policies, directives, and procedures.
- Provide safe, timely and courteous service to the passengers of the HIRTA system.
- Completes any accident and incident reports accurately and legibly by the end of scheduled shift.
- Provides customer service information in a courteous, professional manner.
- Stocks transit vehicles with the appropriate HIRTA approved brochures, official information fliers, surveys, driver forms, as well as, cleaning and safety supplies, as required.
- Performs various physical duties to successfully complete job responsibilities. These can include, but are not limited to, boarding and de-boarding transit buses, assisting passengers door to door, as needed, operating the disabled passenger accessibility lift, properly securing disabled passengers, properly operating all transit bus controls and operating devices, loading and unloading passenger baggage as required, fueling vehicles and maintaining cleanliness of inside and outside of vehicle
- Attends mandatory driver training as assigned.
- Maintains an exemplary attendance record.
- Maintains confidentiality regarding HIRTA related business and passengers.
- All other job-related duties as assigned.

## **QUALIFICATIONS:**

High school diploma or equivalent.

Must be at least twenty one (21) years of age.

Current CDL or ability to obtain one (May not apply in all service areas)

Not more than three (3) points assessed against motor vehicle record (MVR) in the past two (2) years. No DUI, DWI, or reckless driving in the past 3 years.

Ability to pass a Department of Transportation (DOT) physical examination by obtaining a DOT Medical Examiner's Certificate for a minimum of a 2-year qualifying period, then maintain a current DOT Medical Examiner's Certificate thereafter.

Ability to obtain and maintain a current valid Iowa Commercial Driver's License with passenger endorsement.

Knowledge of and the ability to use standard defensive driving techniques.

Ability to read, write, and speak English.

Ability to tell time and keep a timely schedule.

History of satisfactory attendance, which includes the ability to report to work in a punctual manner.

Ability to read and understand maps, which includes determining directions and following a manifest.

Ability to use prudent judgment and common sense in making quick, safe decisions with minimal supervision and adapt to constantly changing operating environments, including adverse weather conditions.

Ability to work unusual hours, split shifts, weekends, holidays, and overtime as required.

Ability to effectively communicate, while interacting with customers and HIRTA staff in a courteous, professional manner. This includes providing good customer service by attending to the needs of a diverse customer base in a sensitive manner.

Ability to work and maintain professional composure while under stress and pressure.

Demonstrated physical ability to climb stairs, reach above shoulder level, walk for an extended distance, bend, stoop, lift, and push/pull up to 70 pounds without assistance as well as sit for an extended length of time.

Ability to work in an environment with dust, fumes, exhaust, various noise levels, various temperatures, and chemicals for an extended length of time as well as in various outdoor weather conditions as required.

Demonstrated ability to work effectively in a diverse workforce.

OR

An equivalent combination of education, experience, knowledge, skills, abilities, and other characteristics consistent with required qualifications as determined in the job analysis.

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this job position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in employed in this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

## ***ACKNOWLEDGEMENT***

### ***Job Description Sign Off***

I have reviewed and understand the job description and believe it to be accurate and complete. I understand that the Management of HIRTA Public Transit retains the right to change Job Descriptions as deemed necessary. I will follow and adhere to this Job Description to the best of my ability.

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*Employee Signature*

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*Date*