

Job Description

Job Title: Transportation Driver

Reports To: Transportation Manager

Approved By: Executive Director

Department: Transportation

FLSA Status: Hourly/Non-Exempt

Date Developed/Updated: March 3, 2014

Summary: The Transportation Driver will provide prompt, efficient and courteous service to seniors by either directly transporting seniors to and from destinations as assigned.

Essential Duties and Responsibilities include, but not limited to the following:

- Provide courteous service and promote use of our transportation to all individuals assigned to you.
- Operate the assigned vehicle(s) in accordance with all agency policies and guidelines.
- Satisfy any tickets incurred.
- Maintain cleanliness of assigned vehicle.
- Report all malfunctions, equipment failures, and accidents to the Transportation Manager.
- Collect suggested donation (cash) from senior participants and deliver the total suggested donations to the Transportation Department Manager.
- Complete vehicle reports (mileage sheets and trip reports) completely, accurately, and in a timely manner.
- Be available to assist senior participants in and out of vehicles in a safe, kind and courteous manner.
- Adhere to all traffic rules and regulations; exhibit safe driving habits.
- Serve as a positive spokesperson for the agency on and off the job.
- Actively work to help create a friendly, professional and positive work environment.
- Provide staff support to agency-wide initiatives or projects as requested by the supervisor or Executive Director (ED).
- Report any violations of policies, unethical behaviors, misuse of SSA property or suspected mistreatment (Even rude treatment) of seniors to the supervisor or ED.
- Perform all other duties as requested by the Transportation Manager.

Competencies: To perform this job successfully, an individual needs to demonstrate the following competencies

Analytical - collects and reports information such as physical or behavioral changes, daily attendance etc.

Problem Solving - Identifies and reports problems and provides possible solutions in a timely manner; uses reason even when dealing with emotional topics.

Technical Skills - Assess own strengths and weaknesses; pursues training and development opportunities; demonstrates attention to detail.

Customer Service - Manages difficult or emotional participants/staff situations in a calm and professional manner; responds promptly to participant and family needs; solicits participant and family feedback to improve service.

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.

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Oral Communication - Speaks clearly and persuasively in positive or negative situations; actively participates in meetings; makes eye contact and when appropriate physical contact when speaking with a program participant..

Teamwork - Contributes to building a positive team spirit; works well with others and in group situations; puts success of team above own interests; displays passion and optimism; inspires trust; supports everyone's efforts to succeed.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Attendance/Punctuality - is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time and fully prepared.

Other: Treats people with respect; keeps commitments, exhibits sound and accurate judgment; uses time efficiently; accepts responsibility for own actions; is able to adapt to and deal with frequent change, delays, or unexpected events; effectively manages competing demands; follows instructions, responds to management direction; asks for and offers help when needed.

Education and/or Experience: High School Diploma or Equivalency; must be flexible and able to function in a fast-paced environment, must have good computer skills, must have valid NY State drivers license and be willing to drive a 10 passenger Van. Experience in some aspects of the transportation business is highly desirable.

Language Skills- Ability to read and interpret documents such as safety rules, basic instructions, and procedure manuals; ability to write basic sentences, ability to speak effectively; bilingual highly desirable

Mathematical Skills- Ability to add and subtract.

Physical Demands- 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. While performing the duties of this job, the employee is frequently required to stand; walk and sit. The employee must frequently lift and/or move up to 20 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is a fast-paced environment with a need to manage multiple priorities and a moderate level of noise