



Position:

Driver

Status:

Full-Time, Part-Time, On Call

Non-exempt

JOB DESCRIPTION

SUMMARY:

Under the direction and guidance of the Operations Supervisor the Mason Transit Authority's (MTA) **Driver** is primarily responsible for providing the safe operation of motor vehicles, passenger assistance and customer service, radio operations, recordkeeping and adherence to all applicable laws. This position requires the ability to consistently display sound judgment that results in decisions that promote positive and professional relationship with passengers and other team members, and that place the agency in the best possible light.

DISTINGUISHING CHARACTERISTICS

Employees assigned to this class are part of the team effort that provides service and assistance to passengers, the public and other MTA team members. Incumbents are responsible for providing excellent customer service, efficient and safe operation of vehicles under varying traffic and road conditions; properly collecting all authorized fares; and promoting and maintaining positive relationships with customers and co-team members.

Supervision received from: **Operations Supervisor(s)**
Operations Manager

Supervision exercised over: **N/A**

KEY COMPETENCIES EXPECTED:

Competencies are defined as those measurable or observable knowledge, skills, abilities, and behaviors critical to success in a key job role or function. It is expected that the employee will exhibit the following key competencies:

Accountability

- Submits properly completed documents in a timely manner, such as: driver logs, accident or incident reports, on-the-job injury claims, pre/post paperwork, feedback forms, leave slips, timesheets and invoices/receipts for purchases made on behalf of MTA, etc.
- Responsible for reading, knowing and putting into practice information from employee handbook, driver manuals, rider alerts, driver alerts, memos, etc.
- Being accessible, providing timely and responsive replies to MTA e-mails, phone messages and mail;
- Self-management:
 - Punctuality and regular work attendance;
 - Drives fixed route service on the established route; uses efficient routing and accurately reports drop-offs and pick-ups when operating dial-a-ride services.
 - Focuses on the situation, issue or behavior rather than the person;
 - Gives and accepts constructive feedback;
 - Uses time wisely.

Adaptability/Flexibility

- Acknowledges that unanticipated events will occur and helps to build capacity to adjust when such events occur; finds ways to effectively respond to unanticipated situations;
- Adapts positively and constructively to changes in the work environment and work priorities;
- Engages appropriately with Supervisor in discussion about maintaining a sustainable workload in the event of new, unanticipated work projects or initiatives;
- Ensures affected team members (dispatchers) clearly understand when changes occur and what is needed from them.

Customer Service

- Treats passengers as welcome guests;
- Provides accurate and timely information;
- Understands and responds to our customers' objectives and needs;
- Provides timely and responsive replies to customer requests;
- Handles customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations;
- Maintains an optimistic attitude, supporting teamwork and cooperation through open and honest communication;
- Willingness to explore new ideas.

Collaboration/Teamwork

- Helps create an atmosphere that brings people together so they have a stake in the solution; seeks out and acts on opportunities to improve, streamline and re-invent work processes;
- Contributes to the development, cohesion and productivity of the team; is receptive to new ideas and adaptable to new situations;
- Models effective group process behavior, such as listening, discussing, negotiating, rewarding, encouraging and motivating;
- Keeps management well informed of issues and trends; openly shares ideas, suggestions and opinions with team members;
- Builds constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect;
- Team Work
 - Promotes cooperation;
 - Clearly and effectively communicate with individuals and groups;
 - Keeps supervisor and co-workers informed;
 - Contributes to the team with ideas, suggestions and effort;
 - Refrains from gossiping.

Additionally, all employees of the MTA are required to consistently demonstrate the following core competencies:

- Inspirational Leadership
- Informed Decision Making
- Transparency & Accountability
- Respectful Relationships
- Personal Responsibility
- Outstanding Customer Service

(Key behaviors for the MTA Core Competencies are described on the last page of this form.)

ESSENTIAL DUTIES:

- Operate a passenger vehicle on specified routes. Obey traffic rules and regulations. Adhere to MTA policies and procedures. Monitor safe mechanical operating condition of assigned vehicle. Safely pick up and discharge passengers at designated locations.
- Operate vehicle in a safe manner, using defensive driving techniques. Strive to maintain assigned schedule. Make designated stops either on assigned routes or at Dial-A-Ride (DAR) pickup and drop-off locations.
- Inspect and prepare assigned vehicle for operation by performing a thorough pre-trip inspection including adjusting seat, mirrors and seat belts, displaying proper signage, testing the lift, and equipping coach with needed supplies, i.e., farebox, schedules, trip sheets, rider alerts, route binder, etc.
- Inspect vehicle at the end of each shift for damage and lost articles. Remove passenger and schedule information, debris, and other inappropriate items. Complete appropriate paperwork and turn in lost and found items.
- Maintain an awareness of the conduct of passengers while they are riding the bus and/or, when present at designated boarding locations. Take action to ensure safe and comfortable environment for everyone on the bus; may be called on to refuse service to a rider on occasion in accordance with company policies and procedures.
- Collect appropriate cash fares and ticket fares, through the operation of a farebox collection system. Check passes and other fare instruments.
- Promote positive passenger relations; greet passengers in a friendly and courteous manner. Properly secure passengers and mobility devices; provide assistance in loading and unloading packages or other items carried by passengers.
- Maintain a clean, professional appearance at all times. Observe uniform requirements and/or other rules, policies, and regulations as outlined by MTA.
- Provide information concerning routes, schedules and transfer points. Assist passengers as appropriate, including the announcement of all major stops on fixed/deviated routes.
- Monitor two-way radio calls, reporting conditions such as accidents, passenger incidents, mechanical malfunctions, delay in service, and traffic problems using predetermined codes.
- Attend and actively participate in training and meetings; maintain certifications in compliance with licensing requirements.

OTHER FUNCTIONS:

- Perform duties in support of ongoing and special projects.
- Serve on committees, task forces and other work groups.
- Perform other duties as assigned and any duties of a similar nature or level needed to make MTA a world-class transit agency.
- Assist and/or provides route training to new drivers.
- Participate in the driver volunteer assistant program.

KNOWLEDGE, SKILLS & ABILITIES:

Knowledge of: Mason County geographic area; defensive driving techniques and basic customer service principles.

Skill in: Communicating effectively both orally and in writing; establishing and maintaining cooperative and effective working relationships with others; driving safely.

Ability to: operate a transit passenger vehicle in accordance with traffic laws, ordinances and rules; calculate and handle fares and donations; tactfully and courteously meet and assist the public; promote good passenger relations; maintain a clean, neat appearance and pleasant

disposition; and make sound judgments in a crisis situation; read, interpret and follow written policies and instructions; obtain Class B commercial driver's license (CDL) with passenger endorsement and air brake restriction removed; successfully pass physical examination required for CDL and overall driving fitness.

MINIMUM QUALIFICATIONS:

REQUIRED:

- High School Diploma or equivalent (GED).
- General knowledge of Mason County geographical area.
- A valid driver's license for state of residence
- Five years licensed driving experience.
- No moving violations within the past three years and no at-fault accidents within the last five years.
- Provide drivers abstract dated no more than one month prior to application date.
- Successfully pass background check.

PREFERRED:

- A valid CDL with passenger endorsement and air brake restriction removed.
- Experience in providing excellent customer service.

SPECIAL REQUIREMENTS:

- Reliable transportation to and from work.
- Telephone or other reliable communication device, such as a cell phone or pager.
- Accurate time piece (watch, etc.) carried at all times while on duty.
- Ability to be sensitive to a diverse group of individuals, including the elderly and persons with disabilities.
- Must be able to work around unsupervised children under the age of 18, or other vulnerable persons.

MTA is a drug and alcohol-free workplace. This position is classified as safety-sensitive under MTA's Drug and Alcohol Policy and is included in random drug and alcohol testing program.

Note: MTA is subject to requirements of the Federal Drug-Free Workplace Act and CFR Part 40 & 655, which prohibits the use of marijuana at any time while employed with MTA.

PHYSICAL REQUIREMENTS:

- Able to walk, reach, push, pull, grasp, and talk.
- Able to sit for extended periods of time.
- Able to work varying shifts, hours and days, including nights, weekends and holidays as needed. Shifts vary in length, and will be assigned to meet business needs.
- Able to work in hot or cold weather with different quality degrees of vehicle air conditioning or heating systems.
- Able to lift up to 40 pounds.

UNUSUAL WORK REQUIREMENTS:

Exposure to fumes and noise of traffic; tension caused by heavy traffic conditions; adverse and unpleasant passenger characteristics. Shall be subject to random controlled substance and alcohol testing, pursuant to Department of Transportation (DOT) regulations, including 49 CFR Parts 40 and 655 of the Federal Transit Administration Safety Regulations.

The job duties as defined are an accurate reflection of the work to be performed by this position.

Operations Supervisor's Signature

Date

As the incumbent in this position, I have received a copy of this position description.

Driver's Signature

Date

This Summary Job Description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer and requirements of the job change.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job; it is intended to be an accurate reflection of those principal job elements essential for making fair pay decisions about this job.

Mason Transit Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Mason Transit Authority know if you need accommodations in order to participate in the application process.

Mason Transit Authority follows the requirements of the "Fair Chance Act," RCW 49. We will not inquire about prior arrests and convictions until after we determine an applicant is otherwise qualified for the position for which the applicant applied, except as allowed under RCW 49. There are specific exemptions for applicants working with children under 18 years of age, or vulnerable persons, certain financial institutions, law enforcement, and volunteers.

MTA CORE COMPETENCIES*(January 2013)***Inspirational Leadership:**

Takes initiative; acts decisively; creates an environment that motivates and challenges others; adapts to a variety of situations; develops fresh ideas that provide solutions to all types of workplace challenges; shares information, plans, develops, and implements our vision; promotes MTA's mission and values and models ways to achieve them.

Informed Decision Making:

Researches data to grasp issues, draw conclusions, and solve problems resulting in sound solutions that, when judged over time, are aligned with MTA's vision and mission; commits to action, even in uncertain situations, to accomplish organizational goals; identifies, assesses and manages risk while striving to attain objectives.

Transparency & Accountability:

Builds trust and respect through consistently honest and professional interactions; uses public funds and resources appropriately; approaches each situation with a clear perception of organizational and political realities; recognizes the impact of alternative courses of action; assures that effective controls are developed and maintained to ensure the integrity of the organization and its mission; seeks and builds strategic alliances and collaborative arrangements through partnerships to advance the mission of the organization; actively communicates decisions with stakeholders.

Respectful Relationships:

Helps create a work environment that embraces and appreciates diversity; treats others fairly without regard to race, sex, color, religion, or sexual orientation; recognizes differences as opportunities to learn and grow by working together; establishes and maintains constructive relationships; works to preserve the self-confidence and self-esteem of others; focuses on the situation, issue or behavior, not the person; takes initiative to make things better; models appropriate behaviors for others.

Personal Responsibility:

Demonstrates integrity, honesty and ethical behavior; personally acknowledges and accepts responsibility for meeting expectations and correcting mistakes; exhibits self-control and responds to feedback non-defensively; executes principles of workplace safety; complies with all safety policies and procedures; takes responsibility for efficient, effective use of time, equipment, and resources.

Outstanding Customer Service:

Provides accurate and timely information; understands and is responsive to our customers' objectives and needs; is accessible, provides timely and responsive replies to customer requests, e-mails, phone messages and mail; handles customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations; anticipates, assesses, responds to changing customer needs; consistently provides products and services that meet or exceed the expectations of the customers.