

- Punctuality and regular work attendance;
- Drive fixed route service on the established route; uses efficient routing and accurately reports drop-offs and pick-ups when operating dial-a-ride services.
- Focus on the situation, issue or behavior rather than the person;
- Give and accepts constructive feedback;
- Use time wisely.

Adaptability/Flexibility

- Acknowledging that unanticipated events will occur and helps to build capacity to adjust when such events occur; find ways to effectively respond to unanticipated situations;
- Adapt positively and constructively to changes in the work environment and work priorities;
- Engage appropriately with Supervisor in discussion about maintaining a sustainable workload in the event of new, unanticipated work projects or initiatives;
- Ensure affected team members and drivers clearly understand when changes occur and what is needed from them.

Customer Service

- Treat passengers as welcome guests;
- Provide accurate and timely information;
- Understand and respond to our customers' objectives and needs;
- Being accessible, providing timely and responsive replies to customer requests, e-mails, phone messages and mail;
- Provide timely and responsive replies to customer requests;
- Handle customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations;
- Maintain an optimistic attitude, supporting teamwork and cooperation through open and honest communication;
- Anticipate, assess, and respond to changing customer needs;
- Consistently provide products and services that meet or exceed the expectations of the customers;
- Willingness to explore new ideas.

Collaboration/Teamwork

- Help create an atmosphere that brings people together so they have a stake in the solution; seek out and act on opportunities to improve, streamline and re-invent work processes;
- Contribute to the development, cohesion and productivity of the team; is receptive to new ideas and adaptable to new situations;
- Model effective group process behavior, such as listening, discussing, negotiating, rewarding, encouraging and motivating;
- Keep management well informed of issues and trends; openly shares ideas, suggestions and opinions with team members;
- Build constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect;
- Team Work
 - Promote cooperation;

- Clearly and effectively communicate with individuals and groups;
- Keep supervisor and co-workers informed;
- Contribute to the team with ideas, suggestions and effort;
- Refrain 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:

Lead Responsibilities:

- Provide assistance to the Safety and Trainer Supervisor with route training to new drivers.
- Provide daily direction and communication to team members so that driver questions are answered in a timely, efficient and knowledgeable manner.
- Provide continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency and service to both internal and external customers.
- Ensure team members have appropriate training and other resources to perform their jobs.
- Create and maintain a high-quality work environment so team members are motivated to perform at their highest level.
- Assist the Supervisors with daily operation to include the development, training, scheduling and reward/recognition programs.
- Maintain appropriate operations records and reports, as required.
- Participate in route schedule planning and design.
- Conduct and document "Access Checks" on customer pick up and drop off locations.
- Assist in accident investigations and recovery events.
- Conduct ride-a-longs with new drivers to improve skills.
- Participate in the hiring process for new drivers.
- Make appropriate reports to local emergency services/law enforcement agencies.
- Use appropriate judgment in upward communication regarding driver or employee concerns.
- Provide oversight on the ramp at T-CC to educate customers on policies and procedures and coach drivers arriving and departing.

Driver Responsibilities:

- 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 an Agency of excellence.

KNOWLEDGE, SKILLS & ABILITIES:

Knowledge of: Mason County geographic area; defensive driving techniques and 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; successfully pass physical examination required for CDL and overall driving fitness.

QUALIFICATIONS:

- High School Diploma or equivalent (GED).
- Two years of work experience as a MTA driver.
- Good computer skills, including proficiency in Outlook, Word and Excel;
- Experience in multi-tasking, managing short deadlines and working independently in a fast-paced environment with strong attention to detail.
- Excellent communication skills – both verbal and written.
- Above average attendance record.
- General knowledge of Mason County geographical area.
- A valid driver's license for state of residence.
- Demonstrate an excellent driving record, documented by a 5-year driving record obtained from state of licensure. Criteria includes having no moving violations within the last 5 years, no more than 2 accidents (at fault or not at fault) within the last 5 years, no DUI's, or revocation of license within the last 10 years.
- 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.
- 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.
- 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 communicate.
- Able to sit for extended periods of time.
- 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. Work is typically performed sitting at a desk, sitting while driving an Agency vehicle or riding a bus, or standing for long periods of time while working the ramp at the T-CC.

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.

Lead 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

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.