



SHUTTLE VAN DRIVER

DEFINITION

Under general supervision, the part-time Shuttle Van Driver drives a City shuttle to designated locations within the City of East Palo Alto, and occasionally outside the City for regional events or activities, and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Community Programs Manager. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification are responsible for the safe operation of a passenger van vehicle and the delivery of passengers to destinations including the loading and unloading of passengers in wheelchairs and combined with clerical tasks.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Drives a passenger van to scheduled destinations in a safe and efficient manner.
- Assists elderly and disabled individuals with entering and exiting the vehicle, from the vehicle to door, and ensures that all passengers are utilizing necessary safety devices such as seatbelts, car seats, etc.
- Loads and unloads wheelchair and pushes wheelchair up and down ramps or a maximum of three stairs.
- Maintains a daily trip log and other required records.
- Inspects the general vehicle condition, reports maintenance needs and, as required, take vehicle to mechanic.
- Keeps the interior of vehicle orderly and clean.
- Required to administer basic first aid or CPR as necessary.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- The physical layout (e.g. streets, major intersections, government buildings, shopping areas, service centers) of East Palo Alto.
- Clerical and department work practices, procedures, specific rules, policies, and regulations.
- Applicable state, federal and local statutes, laws, rules and regulations that apply to the area of assignment.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

- Modern equipment and communication tools used for business functions and program, project, and task coordination.

Ability to:

- Operate a van or similar large passenger vehicle.
- Deal effectively with the public, including special groups such as the elderly and disabled.
- Read a map and locate addresses.
- Push wheelchairs and load and unload passengers
- Perform first aid or resuscitation procedures.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Communicate clearly and concisely, both orally and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from the twelfth (12th) grade and six (6) months of driving experience involving the transport of passengers and public contact.

Licenses and Certifications:

- Possession of a valid California Class B Driver's License with passenger endorsements and a good driving record, at the time of appointment.
- Possession of a First Aid Certificate or the ability to obtain one within 6-months of appointment.
- Possession of a CPR Certificate or the ability to obtain one within 6-months of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to operate varied hand and power tools, and to operate a motor vehicle and visit various sites; vision to read printed materials; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect vehicles and perform maintenance. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.