

TRANSIT DRIVER

Definition

Under general supervision, drives a paratransit van to respond to calls for transportation services; maintains the vehicle in a clean and orderly condition; inspects the vehicle and reports the need for service or repairs; performs backup of general office duties, including word processing, filing; and performs other related work as required.

Class Characteristics

The Transit Driver class has dual responsibilities: driving a paratransit van in response to customer calls for service and providing responsible backup office support to the Public Works department. Responsibilities include word processing, typing, and entering information into various computer systems, filing and providing other general office support services. This class is distinguished from other City office support classes in that the work due to the transit operation and licensing requirements in addition to the performance of general office support work.

Examples of Duties (Illustrative Only)

When performing the transit assignment:

- Answer the telephone, schedules paratransit trips and operates a radio to dispatch calls as required.
- Plans an efficient route to answer all calls during a specified time period.
- Inspects the van on a daily basis; performs minor servicing, including adding fuel, oil, brake, transmission and steering fluids.
- Maintains the van in a clean and orderly condition.
- Drives the van throughout the City to pick up and deliver passengers; assists handicapped, senior or other passengers that need such assistance.
- Maintains a log of trips, customer destinations, revenue received, fuel used and other relevant information

When performing backup office support assignment:

- Provides initial contact with the public for callers over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures, takes messages, or directs the caller to the proper individual or agency.
- Provides a variety of standard office support on an assigned or relief basis.
- Maintains time and leave records for public works employees.
- Prepares, duplicated and distributes a variety of logs and records related to public works and utility maintenance, repair and operations.
- Prepares correspondence, forms, purchase orders, labels and specialized documents from drafts, notes, previous documents or brief instructions, using a word processor, spreadsheets or typewriter.
- Establishes and maintains office files; researches and compiles information from such files and purges or transfers files as required.
- Operates a variety of standard office equipment, including a computer, copier, facsimile equipment, a centralized telephone system and a two-way radio.
- Provides a variety of standard office support on an assigned or relief basis to City Hall staff.
- Orders and maintains an inventory of office and cleaning supplies for the public works office.

Qualifications

Knowledge of:

- Techniques and safe driving procedures related to the operations of a paratransit van.
- Techniques for basic vehicle operation and maintenance.
- Standard office practices and procedures, including and the operation of standard office equipment.
- Business letter writing and the standard format for correspondence and reports.
- Applicable regulations, policies and statutes.
- Business arithmetic
- Correct English usage, including spelling, grammar and punctuations.
- Computer applications related to the work.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in:

- Driving a paratransit van skillfully and safely.
- Inspecting the van, maintaining it in a clean and orderly condition and reporting the need for service or repair.
- Planning efficient transit routes, depending upon calls received.
- Performing responsible office support work.
- Making accurate arithmetic calculations.
- Maintaining accurate records and files.
- Understanding and following oral and written directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing or word processing at a rate of 30 net words per minute.

Education and Experience:

Equivalent to graduation from high school and two years of experience in either driving a van, bus or other vehicle to transport passengers; or performing general office support or secretarial experience. Experience in dealing with the public is highly desirable.

License:

Must possess or be able to obtain within 45 days of employment a valid California class B driver's license with passenger endorsement and a GPPV (General Passenger Paratransit Vehicle) Certificate issued by the California Highway Patrol.

Physical Demands:

Must possess mobility and stamina to drive a paratransit van for extended periods of time, to assist customers on and off the van and to work in a standard office setting and use standard office equipment; vision to drive a motor vehicle, read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone and a two-way radio.