



JOB DESCRIPTION

URBAN/RURAL OPERATOR – Part-Time

General Responsibilities:

Drivers are responsible for the operation of Goldsboro-Wayne Transportation Authority's (GWTA) various vehicles and for the safe and orderly transportation of passengers to and from their destinations. Work includes completion of daily inspection of vehicle, fueling, interior and exterior cleaning of vehicle, maintaining accurate trip records, assisting passengers as required, receiving and accounting for fares, radio communications and any other related duties as assigned by the dispatcher or Operation Manager. An employee may drive a van or bus over a scheduled route to transport individuals to and from human services organizations, work sites, educational institutions, medical facilities, grocery stores, drug stores, and other desired locations. Additional responsibilities include maintaining a variety of records, such as time at each stop, purpose of trip and number of passengers per day, mileage, and vehicle maintenance discrepancies. Independent judgment must be exercised in handling unusual situations arising with passengers. Employees receive direction and route assignments from the dispatcher. Employees are supervised by the Operations Manager. Work is reviewed through observation and evaluations to include review of records. **Must be able to work a flexible work schedule to include holiday, weekend and night shift as directed by the Operations Manager.**

Duties Performed:

- Inspects the vehicle daily prior to beginning route. Follows a prescribed checklist in reviewing the vehicle's operational and safety features; records all repair needs / problems on checklist and reports findings requiring immediate attention to the dispatcher and / or Operations Manager. Completes check of all fluids and maintains proper level; washes and cleans vehicle inside and outside as required.
- Maintains accurate daily trip logs and provides necessary data for GWTA accounting system as required; completes all records daily and follows reporting procedures as required; receives and accounts for all fares as collected daily.

- Uses sound judgment in following dispatch instructions, being able to recognize, create, and follow logical sequences for pickup and drop-off of passengers in an efficient manner.
- Maintains contact by radio with dispatcher (or phone, if radio system is out); uses correct FCC procedures and observes radio courtesy.
- Observes all traffic laws, ensures that all passengers wear seat belts and follow safety regulations.
- Assists both ambulatory elderly persons and passengers with disabilities from the ground level door into the vehicle and vice versa. Drivers are not expected to move wheelchair persons up/down stairs in a private residence or destination. Drivers are not to enter a passenger's home except in extreme emergency. Drivers will provide curb-to- curb services only.
- Attends training classes provided by GWTA and successfully completes each training class. Training could include, but not limited to, CPR, first aid, substance awareness, special needs assistance techniques, CDL (commercial driver license), driving skills and wheel chair training.
- All drivers must be wheelchair certified within two months of employment.
- Takes and successfully passes a substance screening for pre-employment, as well as random, reasonable suspicion, and post accident drug and alcohol screening as deemed appropriate by GWTA Substance Control Policy.

Additional Requirements:

- Must be able to accept and follow instructions and possess a valid North Carolina commercial driver's license with DOT medical certification and passenger endorsement.

- **Must be at least 21 years of age with at least two years driving experience, with a good driving record for the preceding two years. GWTA will pay the fee for driver's license history check for vehicle insurance purposes.**
- **Must be able to perform all duties associated with operating a vehicle and be physically able to lift 60 lbs.**
- **Must have a working telephone in home at all times, and provide GWTA with a current telephone number. Attendance at company meeting is mandatory for all employees.**