

Paratransit Operator I:

The Paratransit Operator I transports passengers over specified distant points according to a set time schedule. The Paratransit Operator is required to operate the assigned vehicle in a safe, reliable, and professional manner while being courteous, patient, and helpful to all passengers.

Essential Duties and Responsibilities:

- Abides by all safety and traffic regulations/laws as well as company policy/procedures.
- Properly completes all required paperwork to include manifests, pre/post-inspection checks, accident reports, and other applicable forms/reports.
- Accurately records all mileage, driving, waiting, and administration time on daily manifest sheet.
- Uses sound judgment in following dispatch instructions, being able to recognize, create, and follow logical sequences for pick-up and drop-off of passengers in an efficient manner.
- Attends training classes and successfully completes each. Training will include, but is not limited to, CPR, First Aid, and special assistance techniques and driving skills.
- Dresses in appropriate uniform and maintains a neat, clean, and well-groomed appearance.
- Answers passenger questions politely and accurately, to include questions about service area, eligibility requirements, and fares.
- Be knowledgeable of the fare box procedures, collects the proper fare, and issues fare media.
- Ensures passengers' ride is comfortable and safe.
- Provides assistance to individuals as needed.
- Knows all emergency procedures and reports all accidents, emergencies, and incidents immediately.
- Knows and maintains proper radio procedures/protocol.
- Knows and abides by all ADA transit requirements.
- Keeps current on the operation of all service routes.
- Fuels and cleans vehicle as required.
- Knows and adheres to policies/rules and procedures pertaining to overall employment.
- Works in corporation with other employees.
- Performs other Paratransit Operator duties as required by the Dispatcher or other Regional Bus Service Supervisors.

Minimum Knowledge, Skills and Abilities:

Qualified individual must possess a valid North Carolina Driver License at the appropriate classification. A minimum of six years driving transit experience, possession of a good driving record, and the ability to drive in all types of adverse weather. Prior bus or heavy vehicle driving experience is preferred. Must have a good understanding of the basic needs of persons with disabilities and the ability to operate lift-equipped vehicles and to transport passengers using various mobility devices. Individual must have the ability to lift 60 pounds and be able to meet the Department of Transportation physical requirements and maintain a DOT card.