



CLASSIFICATION NO. 15T
Temporary Title Established: 8/00
Classification Established: 6/26
FLSA: Non-exempt
EEO: 8

TRANSPORTATION SHUTTLE DRIVER

CLASS CHARACTERISTICS

Under general supervision, to operate County-owned small buses and transit vans (8-11 passenger capacity); to transport riders as part of a free public transit service; to perform required vehicle safety inspections and routine cleaning; and do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Health, Housing and Human Services (H3S) provides a wide range of services to individuals, families, and communities through its divisions: Children, Families & Community Connections, Public Health, Behavioral Health, Health Centers, Social Services, and Housing and Community Development. This includes the Social Services Division which provides case management services and client advocacy assistance to the County's low income, elderly, and disabled residents through the Community Action Agency (CAA) and the Area Agency on Aging (AAA). The CAA program deals with energy assistance, emergency housing, rental assistance, landlord-tenant issues, and volunteer services programs. The AAA program provides case management services and contracts with senior centers to provide services to elderly residents.

The Clackamas County Aging and Disability Resource Connection (ADRC) streamlines access to information and resources about long term supports and services in the community. They provide information about in-home care; long term care planning; home delivered meals; applications for Medicaid, and more.

The Transportation Reaching People (TRP) program within the Social Services Division promotes independent living by assisting Clackamas County residents who are age 65+ or have a disability with free of charge transportation to medical appointments, grocery shopping and other essential errands. This curb-to-curb ride service is provided by volunteer drivers, with a limited number of paid drivers (typically part-time temporary employees) to ensure operational coverage.

The Transportation Shuttle Driver is responsible for transporting passengers in County owned ramp and/or lift-equipped small buses and transit vans. Riders must be able to independently get on and off the vehicles, and/or with an escort. Transportation Shuttle Drivers may offer an arm to steady but may not offer physical assistance. Incumbents also do not provide assistance to riders such as providing special, personal attendant/escort services, nor carry the rider's belongings, packages or bags.

The Transportation Shuttle Driver differs from other driver classifications such as WES Technician and the Transportation Maintenance Specialist classification series where driving

requires Commercial Driver's License (CDL) to operate vehicles and equipment, and the Courier classification series where driving is for the distribution of mail, goods, and supplies. It also differs from office support/clerical classes which do not regularly operate motor vehicles in the performance of their duties.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Operates County owned passenger vehicles to safely transport passengers between destinations; follows safe and defensive driving procedures; secures mobility devices with three or more wheels such as wheelchairs and scooters and fasten lap belts for riders in mobility devices; assists riders with manual mobility devices (not powered mobility devices) such as pushing and guiding the rider to/from the vehicle, on/off the lift of the vehicle, and inside the vehicle.
2. Adheres to assigned routes/schedules throughout the Tri-County area to ensure riders' appointment times are met; substitutes for other paid drivers as needed; completes required driver training as assigned.
3. Provides outstanding customer service to passengers; acts in courteous and friendly manner; demonstrates respect to a diverse range of clients served by TRP program.
4. Conducts daily/weekly safety checks on vehicle features such as tires, fluids, lights, and brakes; maintains vehicles in clean and good operating condition, including washing exterior and interior of vehicles; reports any needed maintenance, repair and safety issues to program coordinator; monitors routine and scheduled maintenance.
5. Maintains daily records of ridership and other pertinent data as required; collects and records ride monetary donations and submits to program coordinator.

REQUIRED KNOWLEDGE AND SKILLS

Working Knowledge of: Oregon traffic regulations and Clackamas County roadways; customer service techniques; recordkeeping and money handling; basic first aid.

Skill to: Operate assigned vehicle in a safe and efficient manner under a variety of traffic and weather conditions; use defensive driving procedures; recognize vehicle service and maintenance needs; use navigation tools including maps and GPS; effectively manage time to maintain expected ride schedules; understand safety concerns in order to keep riders safe and secure including identifying physical mobility needs; use vehicle cleaning products such as car wash soap and debris removal cleaners, wheel and tire cleaners, glass cleaners, interior detailer/protectants, etc.; establish and maintain effective relationships with the riders, co-workers and the public; treats all riders with respect and courtesy; respond to passenger situations that may be unpredictable or disruptive; apply basic first aid techniques; communicate effectively, both orally and in writing.

WORKING CONDITIONS

Duties are performed primarily within a motor vehicle with some exposure to outside elements including inclement weather and traffic hazards, and vehicle cleaning products. This

classification requires the ability to push, lift, or move objects, stand, walk, and sit up to 10 hours a day.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of one (1) year of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire.

- Valid Driver's License
- Successful completion of Clackamas County-provided Defensive Driver course and Passenger Assistance training

PRE-EMPLOYMENT REQUIREMENTS

Driving is required for County business to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Must pass a pre-employment drug test.