

RIDE CONNECTION POSITION DESCRIPTION STAND-BY DRIVER

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| Position Title: | Stand-by Driver |
| Position Reports To: | Program Manager |
| Full-Time Equivalent: | Variable |
| Positions Supervised: | None |
| Status: | Non-Exempt |

Position Summary

The driver (paid or volunteer) is the heart and soul of the transportation program. The service provided by the driver helps older adults, people with disabilities, and the general public live independent, quality lives by providing them access to necessary community services. The driver provides transportation services using agency owned vehicles. The driver reports to, assists, and works cooperatively with the Program Manager in providing safe and efficient transportation to customers without other alternatives.

The Stand-by Driver will be within a pool of Drivers that will cover wherever they are needed. They may be required to travel to a different work location, Tualatin, Beaverton, Hillsboro, Forest Grove, or Multnomah County. The work hours will vary, as well as the days of the week. The Standby Driver must agree to flexibility and travel to different work sites. They will be compensated for their traveling time, based on the site they are assigned. They will be compensated for mileage, if using their personal vehicle, based on the site they are assigned. Advance notice will be given for shift changes including days. The Stand-by Driver will be paid for their full shift, unless mutually agreed upon.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture, and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable, and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Prioritizes the safety of customers, themselves, and the general public by providing safe door-to-door service and community connector services to the customer and always driving defensively
- Transport customers according to the schedule and/or instructions given by the Program Manager or the Service Center if the Program Manager is unavailable
- Always maintains communication with the Program Manager and/or Service Center
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect, and patience
- Notifies the Program Manager or the Service Center (as appropriate) of any variations to the schedule
- Assists customers between the vehicle and the door of the origin/destination location utilizing appropriate assistance techniques, if appropriate
- Assists customers with mobility devices, bags, packages, and other items, if appropriate
- Advises the Program Manager of any issues or problems, especially situational reports regarding delayed customer pick-ups or drop offs, or customer cancels, concerns
- Informs Program Manager of changes in customer mobility detail and customer address detail whenever necessary
- Performs daily pre-trip and post-trip vehicle inspections
- Maintains accurate ride information records (customer information, mileage, hours, etc.)
- Monitor and maintain proper vehicle fuel levels, as to not effect schedules or customer experience
- Always maintains customer confidentiality
- Follows approved operational procedures at all times
- Reports all vehicle incidents/accidents no matter how slight to the Program Manager without delay

- Maintains a personal and professional driving record with no more than two traffic violations or preventable collisions (or the combination of a traffic violation and a preventable collision) within a three-year period
- Assist Program Manager with other tasks, as needed
- Attends required training and retraining sessions
- Provides Program Manager with advance notice of scheduled absences
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Develops, maintains, and enhances relationships with Ride Connection staff, partners, customers and supporters.
- Assists with vehicle upkeep and carwash activities as required
- Refrains from alcohol consumption for at least 8-hours prior to work
- Notifies the Program Manager when taking medication (over-the-counter or prescription) that may influence driving ability
- Values promptness and reliability
- Participates in required training programs and attends all staff meetings as required
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- Experience operating a large vehicle
- Valid driver's license with five to seven years driving experience and an excellent driving history as recorded by the Department of Motor Vehicles
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Ability to access reliable transportation
- Ability to pass a National Criminal Record Check which includes fingerprint identification
- Ability to pass a drug or alcohol screening if required
- This position may be required to perform "Safety Sensitive" duties per FTA guidelines. When required the employee assigned to this position must participate and remain in compliance with the FTA Drug and Alcohol testing program, including pre-employment, random, reasonable suspicion and post-accident testing
- Excellent interpersonal, oral, and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing

- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills

Preferred Qualifications

- Experience working with older adults or people with disabilities
- Experience and passion working for a Non-Profit organization
- Knowledge of the geographic area
- Ability to speak other languages in addition to English

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Periodic exposure to outside elements
- Extensive visual/hearing involvement
- Extensive telephone verbal communication
- Frequent lifting of items from below the knees or above the shoulders
- Ability to push and pull mobility devices as required
- Bending, crouching, or stretching ability adequate to properly secure mobility devices on board company's accessible vehicles
- Ability to lift up to 40 pounds

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.