

# RIDE CONNECTION POSITION DESCRIPTION INSTRUCTOR

**Position Title:** Instructor  
**Position Reports To:** Training Manager  
**Full-Time Equivalent:** 0-100%  
**Positions Supervised:** None  
**Status:** Non-exempt

## **Position Summary**

Serve in pool of trainers available to provide scheduled classroom training in Portland Metro Area and throughout the state of Oregon.

Deliver one or more of the following curriculums:

- Defensive Driving- Ride Connection curriculum
- The Best Ride- Customer Service and Passenger Assistance- Ride Connection curriculum
- First Aid/CPR- AHA or Red Cross certification (Must hold current certification)
- PASS- Passenger Service and Safety- CTAA (Must hold current certification)
- Wheelchair Securement- Ride Connection curriculum

## **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**

- Delivers regularly-scheduled, quality training opportunities in the topics listed below as assigned:
  - Defensive Driving- Ride Connection curriculum
  - The Best Ride- Customer Service and Passenger Assistance- Ride Connection curriculum
  - First Aid/CPR- AHA or Red Cross certification (Must hold current certification)
  - PASS- Passenger Service and Safety- CTAA (Must hold current certification)
  - Wheelchair Securement- Ride Connection curriculum
- Responsible for generating and distributing training certificates for courses taught within established guidelines and timeframes
- Educates drivers and staff on how the Americans with Disabilities Act (ADA) applies to transportation access
- Effectively organizes materials needed to train students
- Assures trainings have the necessary equipment and resources for class delivery
- Accurately documents time spent training
- Continually monitors training content to ensure it is accurate and current, and makes revisions and updates to curriculum as needed
- Identifies safety risks and recommends solutions
- Completes all reports and paperwork as required
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training programs and attends 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**

- Proven experience teaching core subject area/s for which you are applying
- Current instructor certification for subject areas (as applicable)
- Ability and willingness to learn Ride Connection proprietary curriculum
- Willing to travel (including overnight) throughout Oregon to deliver training courses
- Ability and willingness to work occasional Saturdays
- Ability to commit to trainings 2-3 months in advance
- Understanding of group dynamics, and demonstrated group facilitation skills
- Ability to expertly and effectively communicate key information to customers as well as staff members
- Demonstrated public speaking and presentation skills
- Ability to organize and manage time effectively
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- 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 meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills
- Intermediate knowledge of Microsoft PowerPoint and/or other presentation software
- Must have access to reliable transportation for employment purposes, which may include evenings and weekends. If using personal vehicle, must maintain proof of auto insurance and comply with State regulations
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Ability to pass a National Criminal Record Check which includes fingerprint identification

## **Preferred Qualifications**

- Experience with older adults and/or people with disabilities
- Experience driving a larger passenger or other vehicle
- Commercial Driver's License
- Experience and passion working for a Non-Profit organization
- Experience providing physical assistance to people who may need assistance walking, stair climbing or transferring from a wheelchair to a seat
- Bachelor's Degree in Education or other related field

## **Physical Requirements**

- Repetitive motion
- Prolonged sitting and standing
- Extensive visual/hearing involvement
- Works in various environments including office, classroom and in a vehicle.
- Frequent use of a computer
- Frequent lifting of items from below the knees or above the shoulders
- Frequent lifting up to 40 pounds
- Ability to crouch and kneel for short periods of time
- Frequent climbing of stairs.
- Ability to spend time outdoors in hot or cold climates

**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.**