TRANSIT AUTHORITY OF NORTHERN KENTUCKY

POSITION DESCRIPTION

January 2014

Position Title: Special Service Operator  Dept./Division: Operations
Name of Incumbent: Multiple  Reports to: Special Service
Employment Status: Full Time or Part Time  FLSA Status: Non-Exempt

JOB SUMMARY:

Under the direction of the Manager of Special Services, provides safe, efficient, on-time, door-to-door delivery of passengers by means of public transportation.

EDUCATION/EXPERIENCE REQUIREMENTS:

High School Diploma or Equivalent

ESSENTIAL FUNCTIONS:

- Drives a RAMP bus in a safe, courteous and reliable manner throughout the TANK service area within a daily assigned schedule.
- Stops at designated points to load and/or unload passengers.
- Assists in the boarding/alighting of all passengers including those in wheelchairs and with mobility aids.
- Assures the proper securement of wheelchairs.
- Assists passengers to and from the coach to the door of their origin/destination.
- Notifies dispatch of pick up/drop off deviations, schedule deviations as well as accidents or passenger incidents.
- Notifies dispatch of passengers’ medical or behavioral problems and mechanical or electrical problems with the bus.
- Administers TANK’s fare policy and sees that fares are deposited into the farebox
- Dispenses information on TANK’s services to passengers as needed.
- Advises passengers of rules and regulations when necessary.
- Completes and submits written reports concerning passenger incidents, preventable and non-preventable accidents.
- Operates on-board computer for farebox and communication with dispatch.
PHYSICAL DEMANDS:

- Must be able to sit for extended period (50% of shift)
- Must be able to stand and move about (40% of shift)
- Must be able to walk up and down the steps of the bus multiple times (20-30 times during a shift).
- Must be able to stoop and bend to secure wheelchairs (10% of shift).
- Must be able to push and pull to assist passengers in wheelchairs (up to 20 lbs., 20 times per shift).
- Must be able to reach out and have the finger dexterity to use MDT unit.
- Must be able to read and comprehend written material and distinguish material using close up vision.
- Depth perception, peripheral vision, distance vision and color perception are required for driving.

LICENSE REQUIRED:

- Valid Driver’s License

SUPERVISORY RESPONSIBILITIES:

- None

INTERNAL & EXTERNAL CONTACTS: TYPE:

- Passengers Transportation
- Internal Staff Various