



Quality Assurance Mission Statement: Through a Total Quality Concept, provide everyone who works, visits or participates in our facilities, parks and programs with a safe, enjoyable and fulfilling experience.

TRANSPORTATION DRIVERS AND/OR DISPATCHERS - SUBSTITUTES

DEADLINE FOR APPLYING: Open until filled

If interested, please submit the following to the Personnel Office located at the District's Riverlakes Administrative Complex, 3825 Riverlakes Drive, Bakersfield, Ca. 93312:

- Employment Application (resume's will be accepted only with a completed Application)
 - **Submit a DMV print out with application**
 - Current Employee's can submit an Employee Job Interest form or update an application and submit a DMV print out
- The Employment Application or Employee Interest Form can be downloaded from the District's website at www.norfun.org, Human Resources section or request from the Personnel Office at 392-2000

BASIC FUNCTION: Drivers operate a transportation vehicle over designated routes within an established time schedule, providing door to door services to senior adults and disabled passengers to various locations throughout the greater Bakersfield area. Dispatchers work in the office. Receive calls from clients, schedules transportation for pickup and delivery to appointments and uses a two-way radio to dispatch drivers as needed. Establishes and maintains client and transportation information in computer and filing system including bookkeeping and clerical duties.

HOURS: Assigned when needed; various shifts within the hours of operation between 7:30am to 6:00pm. (Initial training period approximately two weeks) Substitute drivers have no set schedule and no guaranteed hours after the initial training period. Generally, subs will be notified the night before or morning of a shift. Advance notice will be given whenever possible.

STARTING HOURLY RATE: \$12.26 – \$14.87 per hour, depending on experience and position.

QUALIFICATIONS: Any combination of training and experience equivalent to graduation from high school plus at least one year related experience (i.e.: transporting clients; dispatching or clerical). OR, the knowledge and ability necessary to the successfully perform the duties assigned to the position.

Drivers must have a current CA Driver's License. Class A or B with a passenger endorsement a plus. Must know traffic regulations; safe driving practices and techniques; and safety and maintenance requirements of vehicles and equipment. Must be able to operate an assigned vehicle safely and efficiently (small mini-van, full sized raised roof van, or larger passenger bus up to 15 passengers); operate a two way radio; take directions from a dispatcher; read a map or utilize a GPS system to find locations and/or be familiar with Bakersfield streets; handle money, fuel a vehicle, and perform vehicle inspections. Must be able to operate a wheel chair lift, know tie down procedures, and transport wheelchair clients. Must be able to perform appropriately in situations requiring tact and diplomacy; establish and maintain cooperative working relationships; work with senior adults and/or disabled individuals respecting confidential and sensitive matters; and ability and willingness to understand and follow oral and written directions.

Dispatchers must have computer experience and bi-lingual is desired. Must possess a California Class C driver's license and driving record must comply with District safety standards. Must have knowledge of computer and using various software programs to include MS Word, Excel, and data base software; city geography, communities, and location of streets and highways; a two-way radio and various office machines to include: multiple phone line telephone system, computer, fax machine, copy machine and 10-key calculator. Ability to operate multi-line telephone system, two-way radio, computer, and related software; learn the computerized transportation program; give directions and use a mapping system and read a map; work with senior adults and/or handicapped, communicate well with supervisor, co-workers and the public; and work with minimal supervision. Must be able to relate to other people beyond giving and receiving instructions; can get along with co-workers or peers without exhibiting behavioral extremes; perform work activities requiring negotiating, instructing, supervising, persuading or speaking with others; and respond appropriately to criticism from a supervisor.

CONDITIONS OF EMPLOYMENT WITH THE DISTRICT: An offer of employment will be contingent upon the following:

- A background investigation will be conducted
- Fingerprint clearance
- Post offer medical/functional capacity exam and drug screen
- Verification of identity and citizenship or legal right to work in the United States
- Maintain a valid California Driver's License and driving record must comply with District safety standards throughout employment.
- Employment is subject to periodic and random drug screens and registered in the DMV pull notice program.
- Driver Safety and other required safety training
- Available to work within the hours of operation. Accommodations will be dependent upon program needs.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Driver: Work activities are performed in an outdoor environment mainly in a vehicle. The demands of this position include consistently commuting by vehicle from site to site, getting in and out of vehicle and walking to and from the clients destination, lifting up to fifteen (50) pounds on a regular basis and fueling a vehicle daily. If assigned to a wheelchair vehicle, will be required to manipulate wheelchair clients from vehicle onto sidewalks and ramps. Frequently required to drive, sit, walk, bend, kneel, stoop, carry, push and pull, and grip and squeeze hands.

Dispatcher: Work activities are performed with working conditions that include a moderate noise level. Indoor work environment, sitting at a desk for long periods of time, constantly working with a computer, and regularly required to communicate with staff, seniors, families, and outside agencies.

The qualification requirements listed above are representative of the knowledge, skill, and/or ability required to perform the essential functions of the job. Physical demands and work environment characteristics are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALITY ASSURANCE: Provide outstanding customer service; interact with customers and co-workers in a positive and courteous manner; as a team member, responsible for the efficient and effective delivery of services.

DUTIES AND RESPONSIBILITIES: The following typical tasks and responsibilities are representative of the position's essential duties.

Drivers

- Transport senior adults and the handicapped in a safe and courteous manner; assist clients in and out of vehicles and walks them to their destination; assist seating clients; assist clients in walking up and down stairs; assist clients in opening heavy doors; carry groceries and packages as needed not to exceed fifteen (15) pounds; respond to two way radio calls from dispatcher regarding transportation of clients; follow District guidelines and rules for transportation for vehicle usage and advises of vehicle service and maintenance as needed; responsible for keeping vehicle clean; check vehicle at the start of each shift and at the end of each shift; fuel their vehicle at the end of assigned shift; maintain records and files as required; report accidents and unsafe conditions as they occur; provide client information and outreach assistance as needed; distribute program information to clients, doctors' offices, stores, etc.

Dispatchers

- Receive phone calls and schedules transportation for pick-up and delivery; explains program benefits, requirements and procedures to clients and provides information regarding other transit services that are of benefit to the client; screens and routes incoming calls; dispatches drivers on a two-way radio to transport clients to and from appointments and give street directions and reassign routes as required; determines program eligibility in accordance with program regulations; operates a computerized transportation program, inputs client application information; prepares, enters and processes all client billing; maintains records of payment/non payment made to CTSA; maintains, updates and generates monthly reports; files material in alphabetical, numerical and chronological order and performs file searches for materials; produces notices and letters; processes, maintains and prepares forms and logs; sorts and distributes incoming mail; reports on office supply shortages; maintains client confidentiality at all times.

Drivers and Dispatchers

- Attend required meetings and trainings as designated by supervisor; maintain the required safety training: CPR, First Aid, Drug and Alcohol Free Workplace, Sexual Harassment and Driver's training courses; and performs other duties as assigned.

AN EQUAL OPPORTUNITY EMPLOYER

North of the River Recreation and Park District, 3825 Riverlakes Drive, Bakersfield, Ca., 93312 (661) 392-2000

www.norfun.org