

TOWN OF ROCKLAND

Job Description

Position Title:	Van Driver	Grade Level:	1
Department	Veterans' Services	Date:	07/21/2023
Reports to:	Director of Veterans' Services	FLSA Status:	Non-exempt

Statement of Duties: A van driver is responsible for driving the Veterans' Services van in a professional manner by providing a safe, efficient, and courteous service to veterans of Rockland while transporting to and from medical appointments. Other appointments may be approved with prior authorization.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Assist passengers on and off the van.
- Assist passengers with parcels.
- Transport passengers to and from destinations.
- Complete van safety inspection checklist daily.
- Clean the interior and exterior of the van.
- Report to the Director each day before making pickups.
- Contact Fire or Police Departments for assistance in case of health problems with a passenger.
- Keep a daily log of mileage and donations of passengers.
- Assist with various jobs at the Veterans Office, including answering phones, and helping coordinate the van schedule, including maintenance appointments.

Supervision Required: Works under the supervision of the Director to whom problems and questions are directed. Expected to use his/her own initiative to complete both routine and detailed tasks.

Supervisory Responsibility: Work does not normally include any supervisory responsibility.

Accountability: Driver is responsible for daily safety inspections and is responsible for all road decisions regarding the operation of the van. Personal use of the van is prohibited.

Judgment: The driver must be able to exercise independent judgment and must immediately report to the Director if they determine the van unsafe to operate. In cases of inclement weather, the driver must consult with the Director to determine if the van can be safely operated.

Nature and Purpose of Public Contact: Relationships with co-workers and the public involving explanation, discussion or interpretation of practices, procedures, regulations, or guidelines to render service, plan, or coordinate work efforts, or resolve operating problems. Employees are expected to act with courtesy, tact, and diplomacy in working with others and

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resolving issues.

Recommended Minimum Qualifications:

Education and Experience: High School Diploma or equivalent with at minimum two (2) years' experience driving, preferably a wheelchair accessible van with the understanding of how to operate the various functions of the van.

Special Requirements: Must have a valid Massachusetts Driver's License, CPR and ADA training every two (2) years; Safe Driving Training or ability to complete within three (3) months from date of hire.

Knowledge, Abilities and Skill

Knowledge: Basic knowledge of operating a van along with the various mechanical options included in the van.

Abilities: Ability to operate a wheelchair accessible van and properly use wheelchair tiedowns. Ability to assist public on and off the van. Ability to work independently and provide excellent customer service to the public and other department personnel.

Skills: Must have strong physical, verbal, and interpersonal skills. Must be able to communicate with the elderly population.

Work Environment: Work environment is typical of an office setting while not driving the van. May be exposed to outside elements while transporting.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Work requires physical strength and involves constant movement including walking, standing, climbing in and out of vehicle and stooping. Driver must be able to assist handicapped people on and off the van.

Motor Skills: Work requires motor skills such as operating a van, tying down the wheelchair, utilizing the mechanical options in the van, and answering the telephone.

Visual Demands: The employee is required to read documents, signs, emails and or instructions for general understanding and safe operation of the van.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.