

TOWN OF WILTON

Position Description

Date: July 26, 1994
Revision Date: December 29, 1997
Revision Date: February 26, 2016
Revision Date: June 19, 2023

POSITION TITLE: Dial-A-Ride Van Operator (Part-Time)

UNION: None

DEPARTMENT: Parks and Recreation

REPORTS TO: Director of Parks and Recreation

SUPERVISION EXERCISED: None

SUMMARY DESCRIPTION OF DUTIES: Drives a multi-passenger van for transporting senior citizens and disabled residents within the vicinity of the Town of Wilton and City of Norwalk. The Dial-A-Ride driver is also responsible for transporting senior citizens and disabled persons from their place of residence to and from local field trips; checking and clearing Dial-A-Ride phone messages; scheduling travel routes; performing routine maintenance checks on vehicles; maintaining daily, weekly, and monthly records of ridership; cleaning, washing, and vacuuming the Dial-A-Ride vans; assisting passengers on and off the van; and performing related duties as assigned or required.

JOB LOCATION AND EQUIPMENT USED: Work is performed out of the Parks and Recreation Department at the Comstock Community Center and is performed primarily on the road. The position of Dial-A-Ride driver requires the ability to operate a multi-passenger van with a lift; related office work requires the ability to operate a photocopier, telephone, and calculator.

ESSENTIAL FUNCTIONS:

- Transports senior citizens and disabled persons primarily within the vicinity of Wilton and/or out of the Town's limits as well as to Norwalk, using a Town-owned multi-passenger van;
- Checks and clears Dial-A-Ride phone messages and records on daily schedule forms and responds to Dial-Ride phone inquiries;

- Develops travel schedules and routes in a timely and efficient manner and prints copies when needed;
- Performs daily routine maintenance checks for Dial-A-Ride vans;
- Maintains daily, weekly, and monthly logs for service check-ups;
- Maintains records of daily, weekly, and monthly ridership;
- Cleans, washes, and vacuums the Dial-A-Ride vans on a regular basis;
- Monitors wheelchair lift operations;
- Assists passengers on and off the Dial-A-Ride vans, including the van steps;
- Positions wheelchair on to lift and secures and positions wheelchairs into van and secures;
- Operates the multi-passenger Dial-A-Ride vans in accordance with applicable laws and regulations; and
- Performs other related duties as required or assigned.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to operate a multi-passenger van safely and in accordance with applicable law and regulations;
- Physical ability (including bending, stretching, and lifting) to assist passengers with their belongings (both those who are mobile and those who use a wheelchair or other mobility aid vehicles) getting on and off the van;
- Physical ability (including bending, stretching, and lifting) to maneuver within the Dial-A-Ride van to strap down a wheelchair/scooter and to assist the passengers in getting seated and unseated;
- Ability to establish and maintain effective, courteous, and cooperative work relationships with senior citizens and persons with disabilities, diverse groups and individuals, other employees, and other Town departments;
- Ability to exhibit tact and diplomacy when dealing with the public and staff;
- Ability to treat all riders with respect and with attention to safety concerns; and
- Ability to provide accurate responses to public inquiries.

MINIMUM REQUIREMENTS:

- High school diploma or GED;
- Valid driver's license with or ability to obtain F (Service Bus) endorsement; and
- Driving record free of moving violations for the past three years.

SPECIAL CONDITIONS:

- Successful passage of pre-employment physical (Connecticut Department of Motor Vehicles Service Bus Driver Physical Exam Form R-323), including drug testing, and background check required as a condition of employment with the Town of Wilton and
- The employee shall not constitute a threat to his/her own health or safety or that of others in the workplace.

Note: The qualifications set forth above are the optimal ones for this position. The Town of Wilton reserves the right to select any applicant who we, in our sole discretion, feel is qualified and can most suitably perform the functions of this position notwithstanding the absence of the optimal qualifications.