

Barnes County Veteran Service Transportation Operator

Job Summary Veteran Service Transportation Operator

Provides transportation services for veterans and eligible spouse to and from medical appointments. This includes one way and/or round-trip transportation services on an as needed basis from the Veterans' place of residence to the Veterans Administration Medical Center or private facilities in the community. In some cases, Veterans may require medical services at multiple locations. In that event, the Operator shall be able to pick up Veterans at their residence, drop off at the Veterans Administration Medical Center, pick up and drop off at another private facility, and finally, drop off Veterans at their place of residence. The Operator services are on call twenty-four (24) hours a day, seven (7) days a week, to include Federal and State holidays.

Essential Duties and Responsibilities

- Operator must be punctual in attendance and strict in maintaining manifest schedule
- Operator will be on call twenty-four (24) hours a day, seven (7) days a week, to include Federal and State holidays and weekends.
- Be expert in handling their vehicle.
- Have thorough knowledge of the roadways in and around the Barnes County area and the surrounding jurisdictions.
- Driver must complete pre and post daily vehicle inspections and onboard equipment. Malfunctions must be reported to the Department Head/Veteran Service Officer as soon as possible.
- Diffuse difficult situations and maintain order onboard vehicle.
- Adjust to variables in normal working conditions, including adverse weather, traffic and construction, passenger problems, accidents, and trip changes.
- Secure vehicle in the event of accident or injury and communicate effectively with Department Head/Veteran Service Officer and/or Administrative Manager/Veteran Service Representative.
- Driver is required to maintain regular communication with Department Head/Veteran Service Officer and/or Administrative Manager/Veteran Service Representative.
- Driver must log each client in and out for the American Rescue Plan Act Grant and report to the Department Head/Veteran Service Officer and/or Administrative Manager/Veteran Service Representative.
- Provide excellent customer service including assistance on and off the vehicle, supplying information and responding appropriately in the event of emergency.
- Adhere to Attendance policy.
- Professional appearance and demeanor.
- Report all incidents and accidents as soon as possible to with Department Head/Veteran Service Officer and/or Administrative Manager/Veteran Service Representative.

Skills

- Ability to adjust to variables in normal working conditions.
- Ability to read, write and speak the English language clearly.
- Ability to navigate the service area using maps and/or directional equipment.

- Ability to communicate effectively with passengers, passenger representatives and staff.
- Ability to remain calm in emergency situations and ensure the safety of all passengers and employees.
- Must be honest and reliable to his employers and must be friendly to his passengers.
- Must always be prepared to work diligently for the team and create favorable impression of employer to the clients.
- Must undertake full responsibility for the security and safety of passengers. Loading, unloading of all required equipment.
- Must abide by all traffic rules and sound traffic practices all time.
- Ensure safe and clean vehicle condition at the start and end of each shift.
- Refuel vehicle daily or as necessary.

Requirements

- Ability to sustain long distance driving.
- Complete mandatory contractual training.
- Must have valid driver's license.
- Driving history must be in adherence with the Safety Violation Policy.
- Must have clear local and national criminal history. No felony or misdemeanor involving drugs and/or violent crimes.
- Must have high school diploma or equivalency.
- First Aid and CPR certification. (Initial and recertification)
- Read, acknowledge, and adhere to the Barnes County Employee Handbook

Physical Demands and Working Conditions

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

This department has one-on-one appointments and communications with potentially confused, distrustful and hostile clients. The operators are in a close-knit proximity with the passengers that could expose them to their own health issues. Provides crisis intervention and services to veterans who may be homeless, mentally unstable, have compromised hygiene, have chemical dependency or legal issues, which can increase the risk of exposure to aggressive or otherwise inappropriate/dangerous behavior, and increased risk of infectious, communicable, and contagious illness/diseases such as Hepatitis, HIV, influenza, dermatitis, open sores etc.

High stress levels can be expected due to the high volume of workload and dealing with death and dying as well as upset and/or angry clients.