

## Town of Boxborough, MA

**POSITION:** Local Transit Operator      **DEPARTMENT:** Council on Aging

**FLSA STATUS:** Non-exempt      **REPORTS TO:** COA Coordinator/MART

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### **GENERAL SUMMARY:**

Local Transit Operator operates a Montachusett Regional Transit Authority (MART) vehicle assuming the responsibility for the safety of passengers and equipment. Performs routine vehicle inspections to ensure proper operation. Works under occasional direct supervision, following Town and company guidelines and procedures.

### **SUPERVISION SCOPE**

Work is not required to provide basic job instructions to others or control projects.

### **SUPERVISION RECEIVED**

Works under the administrative direction of the Council on Aging Coordinator and/or their designee. Responsibilities are performed in accordance with applicable Massachusetts General Laws, Town bylaws and the policies established by the Select Board. The Van/Bus Driver will receive dispatch instruction from the Montachusett Area Regional Planning Authority (MART).

### **SUPERVISION EXERCISED**

This position has no supervisory responsibilities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Operates vehicle on assigned routes.
  - Picks up passengers, collect and protect fares, and check any passes for validity.
  - Inspect the vehicle (including brakes, lights, signs, horns, doors, buzzers, fuel, wiper fluid, and leaks) to ensure serviceable condition using established pre-trip inspection cards.
  - Reports any identified mechanical problem or defect to the appropriate personnel for corrective action.
  - Operates vehicle maintaining appropriate speed and distance from preceding vehicles.
  - Operates vehicle obeying all traffic laws.
  - Maintains adequate knowledge of the MART transit system in order to provide routine information and directions to the public.
  - Responsible for the safety of passengers and equipment.
  - Notifies the Van Dispatcher of any emergency, requesting additional assistance if needed.
  - Evacuate passengers if the emergency situation warrants action.
  - Prepares accident reports immediately as required.
  - Assist mobility device users in embarking/disembarking by use of mechanical wheelchair lift.
  - Assist passengers who are not confined to a mobility device.
  - Ensure that all passengers wear seatbelts and that mobility devices are properly secured.
  - Perform other duties as assigned.
- Display at all times on their person a picture identification badge indicative of their status as a MART driver.

- Respond to all complaints, speak and behave in a respectful, calm, clear, and courteous manner when addressing the public.
- All other related duties as assigned.

### **OTHER DUTIES AND RESPONSIBILITIES**

The duties listed above are intended only as examples of the 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.

### **REQUIRED MINIMUM QUALIFICATIONS**

Applicants must have graduated from high school or must possess an equivalency certificate issued by the Massachusetts Department of Education.

Employment is contingent upon successfully passing a physical exam and drug screen. Employee will be subject to a random or cause drug and/or alcohol test throughout course of employment. Prior to employment and each year thereafter, individual will be subject to a Criminal Offender Record Information (CORI) check in compliance with MGL, Chapter 6, § 172C, as amended. As well as a Motor Vehicle Record check throughout employment. In addition, in accordance with Massachusetts Law, individual will be subject to National Fingerprint Background Check.

### **REQUIRED LICENSING AND CERTIFICATIONS**

Current MART training includes first aid, CPR, wheelchair, car seat, pre-trip inspection, substance abuse, and blood borne pathogens. Also required are drug testing and a pre-employment physical scheduled by MART. Valid Massachusetts Class D driver's license.

### **DESIRED KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge:** Working knowledge of the layout of the Town, including major thoroughfares, street, businesses, and places of interest. Familiarity with related rules, regulations, orders, policies and procedures. Knowledge of traffic and safety rules, and accident prevention practices. Familiarity with Boxborough area roads desirable. Familiarity with office equipment, such as copying machine, word processor and computer terminal.

**Ability:** Must be able to establish and maintain effective working relationships. Customer orientation and ability to adapt/respond to different types of personalities. Able to communicate effectively orally and in writing. Able to plan, organize and prioritize work.

**Skill:** Verbal, written, interpersonal skills. Customer service. Adaptable to changing technology and specialized equipment.

### **TOOLS AND EQUIPMENT USED**

Van/bus, of a size dictated by regular ridership numbers. Dispatching software, radio system, Microsoft Office Suite, and other computer software as needed to perform the tasks above.

### **PHYSICAL 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 essential functions.

While performing the duties of this job, the employee must be able to safely operate the vehicle, including all mechanical aspects of van/bus operation as well as seeing and interpreting traffic signals, signs, and conditions. The employee is constantly required to sit, talk, see, and hear. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds and be able to assist those with limited mobility enter and exit a vehicle.

*The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.*

### **WORK ENVIRONMENT**

Work is performed on the road and at times within an office setting. At times, activities will be required in inclement weather including rain, snow, ice, and hot and cold temperatures. The noise level is moderate to loud, depending on traffic conditions. The employee operates vehicles, dispatching equipment and radio system, as well as computer, telephone, copier, and other standard office equipment. Employee has frequent contact with the general public, police and fire departments, utility companies, Town departments and officials. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.

Errors could result in loss and damage to life and property as well as legal and/or financial repercussions for the Town.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position unless such accommodations would pose an undue hardship on the Town.

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

**Recommended: September 12, 2023**

**Revised:                September 15, 2023  
                              September 21, 2023**

**Approved (Name): Personnel Board**

**Approved (Date): September 22, 2023**