



## **EMPLOYMENT OPPORTUNITY**

**RECRUITMENT  
OPENS  
4/16/19**

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### **PARATRANSIT OPERATOR \$14.24 to \$21.04 per hour**

**CLOSING  
DATE  
5/16/19**

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#### **POSITION DESCRIPTION:**

Under general supervision, is responsible for the safe operation of METRO'S equipment, alighting and boarding passengers, collects fares along a scheduled route or destination. Clerical duties as needed to gather information regarding ridership data and vehicle operation.

#### **DUTIES AND RESPONSIBILITIES:**

Develops and maintains effective working relationships with other staff, representatives of the community, customers, and the public. Communicates effectively and respectfully with people from different racial, ethnic, cultural groups, physical and intellectual abilities, lifestyle choices and ages. Demonstrates an ability to be sensitive to the needs of customers. Thoroughly inspect assigned coach for all safety, comfort and cleanliness items prior to departing from the operations' facility. Documents defects and notify Dispatcher of any damage to the vehicle. Throughout assigned shift, safely operates coach on assigned route and schedule while picking up and delivering passengers except as altered by Dispatcher. Uses a variety of communication systems and other automated tools to communicate with Dispatcher. Communicates effectively and respectfully with Dispatch and other co-workers. Collects fares and pre-paid media, inspects passenger identification for validity, and collect ridership information. Offers assistance to passengers in boarding and alighting when necessary, and provide information to passengers, when requested. Assists and ensures that wheelchair passengers are properly secured. May assist new and trainee operators as a line instructor. Except for authorized relief periods, continually attend the coach to ensure the security and safety of both the coach and the passengers, and the maintenance of radio contact with dispatch and other operators. Fuels and maintains vehicle interior cleanliness as needed. Cleans vehicle windows as needed to maintain appropriate visibility. At the completion of shifts ensures that passenger counts, tickets, and other data are delivered to the dispatcher and properly recorded. Completes coach defect card. Turns into dispatcher all lost and found items. Adheres to METRO and departmental policies and procedures. Follows all District procedures regarding hazardous waste; follows all health and safety procedures. Other related duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

Safe driving practices. Basic skills in time calculation and map reading. Safely operate all Paratransit Vehicles. Perform simple math calculations. Deal courteously and effectively with the public. Understand the problems of the elderly and disabled and deal with them in a tactful manner. Handle difficult and emergency situations calmly. Read English and speak and write English clearly. Operate mobile radio unit. **Willingness and ability to work unusual hours including nights, weekends, and holidays.**

#### **PHYSICAL DEMANDS:**

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by radio; use hands to finger, handle, feel or operate District vehicle; reach with hands or arms. The employee frequently is required to walk, bend and twist at the neck, stand, lift 30 pounds or over, assist passengers boarding and de-boarding, including pushing an occupied mobility device up a vehicle ramp, stoop, crouch, and twist, as required by various job duties. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee does not work under typical office conditions. The employee will be working in Paratransit vehicles where there is a moderate noise level.

#### **SPECIAL REQUIREMENTS:**

Possession of a current motor vehicle license and the ability to obtain a California Class B driver's permit with passenger endorsement prior to appointment. Driving record at date of hire must be consistent with SCMTD's standards for this position. Good attendance record in previous employment. Safe driving record. Must pass requisite background check. Valid First aid and CPR certification. This position is considered Safety Sensitive position and is subject to Drug and Alcohol testing as required by FTA CFR 49.

#### **APPLICATION PROCEDURE:**

An application packet may be obtained at our web site: <http://www.scmttd.com> or at 110 Vernon St., Santa Cruz, CA, 95060. Please submit your application packet to the Human Resources Office, 110 Vernon St., Santa Cruz, CA 95060, by 4:00pm on the final filing date. An original and current "K-4" driving record from DMV must be submitted with the forms required for this position or the application will be rejected. A proficiency test will be administered as part of the recruitment process. For questions please call (831) 420-2542. Santa Cruz METRO is AA/EOE.

#### **THE FOLLOWING FORMS ARE REQUIRED FOR THIS POSITION:**

**Application & Equal Opportunity Questionnaire,  
K-4 Report Notification & Release & Current "K-4" original DMV printout.**