

INCA Community Services, Inc.



Job Description

Title:	Driver/Data Clerk/Service Supporter	Reports to:	Route Supervisor
Program:	JAMM Transit	Status:	Full Time - Full Benefits Non-exempt
Approved:	January 2018	Wage:	(see Salary Scale)

Job Summary:

The Data Clerk/Driver will assist with the daily data entry of all programs. Will be responsible for projecting a positive image of the agency at all times. Responsible for ensuring the smooth transition of source data into the various web-based data entry systems. Operates a transit vehicle, daily, for the transporting of participants in the transit programs, following established policies, practices, and procedures. Hours will be flexible not to exceed 40 hours within any given week. The Data Clerk/Driver shall, at all times, utilize professional and safe practices in operating transit vehicles.

This is a safety sensitive position. The Data Clerk/Driver is responsible for being of a clear mind and creating a safe work environment not only be diligently following established work guidelines but also following the Department of Transportation's guidelines on drug and alcohol misuse. All precautions should be taken to insure the safety of the participants and public.

This position has recurring access to a vulnerable population. It is a safety sensitive position.

Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

Responsibilities and Duties:

Data Clerk: (40%)

1. Responsible for data entry (online or computer based) as needed.
 - a. Prepares source data for computer entry by compiling and sorting information and establishing entry priorities.
 - b. Enters customer and other information by inputting alphabetic and number information.
 - c. Maintains data entry requirements by following data program techniques and procedures.
 - d. Verifies entered data by reviewing, correcting, deleting or reentering data.
 - e. Maintains client confidence and protects operations by keeping information confidential.
2. Responsible to assist with the Data input as needed.
 - a. Enters trip sheets into the established Transit Assistant System.
 - b. Enters data into the CAPTAIN data input system.
 - c. Enters data into the HMIS data input system.
3. Assist in any related projects assigned.

Service Supporter (20%)

1. Perform Receptionist/Dispatcher duties as needed.
 - a. Greet office visitors and respond to their needs.
 - i. Route all visitors to appropriate staff persons.
 - ii. Answer incoming telephone calls and forward to appropriate staff or voice-mail.
 - iii. Maintain a log of all incoming calls and visitors, reporting totals monthly.
 - b. Respond to calls/messages for transportation requests.

- c. Calls and makes arrangement of the requested transportation in a timely manner.
 - d. Assist with the verification transportation requests with contracted transportation (SoonerRide, TANF, DRS) and arranges transportation for their clients.
 - e. Notifies clients (when needed) no later than noon the day before a requested ride, the name of the driver and pick up time or informs the client that no drivers are available.
2. Assist with Service Programs.
 - a. Assist customers with completing intake information forms.
 - b. Provide assistance with food bank, medical lending closet, holidays and special events.
 - c. Provide referral assistance when needed.
 3. Performs tax preparation for qualified individuals when needed.
 - a. Attend tax preparer training and keep current on all changes in taxes.
 - b. Assist with filing tax information in appropriate locations.
 - c. Assist with calling, scheduling, and updating tax schedules.

Driver: (40%)

1. Drive vehicles over specified routes or trips to specified destinations according to time schedules, complying with traffic regulations to ensure that passengers have a smooth and safe ride.
2. Observe and follow all guidelines outlined in the Driver Handbook and agency's personnel policies and procedures.
3. Observe and follow all safety procedures and obey all traffic laws.
4. Maintains and records passenger counts, fare collections, vehicles maintenance and record data in a neat and accurate fashion, as required.
5. Performs a complete pre-trip inspection of bus, safety checks equipment, and informs supervisor when adjustments or repairs are necessary.
6. Assist passengers, such as elderly or disabled individuals, on and off vehicle, ensure they are seated and secured properly, help carry baggage and answer questions about schedules or routes.
7. Complies with the American with Disabilities Act (ADA) in operating the transit vehicle. This includes providing accessibility for disabled passengers to board and deboard by properly operating the accessibility lift and safely securing such passengers in a courteous manner, pre-testing all passenger accessibility lifts and equipment during pre-trip inspections.
8. Maintain cleanliness of vehicles.
9. Handle passenger emergencies or disruptions.
10. Must report all traffic accidents, citations or other incidents to the appropriate supervisor immediately.
11. Must report all off duty traffic citations to the appropriate supervisor within 7 days.

General Duties:

1. Attend work punctually and regularly to provide consistency of service.
2. Attend upon request all staff and other appropriate meetings, training and conferences some of which may require out-of-town travel and evening/overnight attendance.
3. Shall attended trainings including defensive driving, passenger assistance and sensitivity techniques, CPR and First Aid.
4. Comply with all agency policies and procedures. Shall comply with the confidentiality laws and regulations pertaining to privacy of the riders and clients. Will observe cell phone policies and procedures at all times especially during driving time.
5. At all times maintain professional attitude and confidentiality of all records and information.
6. Demonstrate commitment to mission, values, and policies in the performance of daily routines.
7. Perform other program-related assignments as designated.
8. Maintains operations by following policies and procedures; reporting needed changes.
9. Maintains customer confidence and protects operations by keeping information confidential.
10. Will assume receptionist/dispatcher duties as necessary.

11. Will adhere to the dress code set by the agency. Name tag will we worn while on driving, visible at all times.

Supervisory Relationships:

Works under the direct supervision of the Route Supervisor and direction of the Transit Operations Director.

Knowledge and Skills:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill and/or ability required.

1. Strong verbal and written communication skills;
2. Accuracy and good attention to detail;
3. Ability to do the same task for a long periods of time;
4. Self-Motivated;
5. Ability to work independently and as part of a team;
6. Ability to read, interpret and implement agency guidelines efficiently and effectively;
7. Ability to deal effectively with the public;
8. Maintain confidentiality with tact and discretion;

Qualifications:**Experience:**

1. Must have been a licensed driver for a minimum of three (3) years.
2. Must maintain a clean driving record.
3. Must have had no convictions for DWI or DUI within the immediate past five (5) years of employment, nor more than once during the immediate past seven (7) years.
4. Must have not had a chargeable accident in the last three (3) years. Shall not have more than five (5) points against their driver license within the immediate past three (3) years.
5. Must have not had driver's license, commercial or otherwise, suspended or revoked in the last three (3) years.

General:

1. Must be at least 21 years of age or older. Must be able to read, write, speak and understand English. Vision must be correctable to at least 20/50. Physical/mental condition to be able to pass a physical/mental examination.
2. Must have a valid Oklahoma Driver's License; CDL preferred or obtained within the first 60 days of employment.
3. No individual, whose driver's license, commercial or otherwise, has been suspended or revoked in the last three years.
4. Must pass a national criminal background check. No person who has been convicted of any felony conviction for any crime against a person shall be hired. Must not have been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years.
5. Excellent computer skills including Excel spreadsheets, MS Word, PowerPoint and Internet usage and database skills. Must be able to use Microsoft Office programs efficiently.
6. National Background Check, MVR and Drug/Alcohol Testing clearance required.

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.

1. Sit for extended periods of time.
2. Clear and understandable speaking ability.
3. Good hearing. Hear and understand speech at normal levels and on the telephone with or without hearing aids.

4. Speak so that others may understand at normal levels.
5. Be able to operate a motor vehicle for long periods of time.
6. Must be able to lift and/or carry 60 pounds. The weight of some wheelchairs and clients can exceed 600 pounds.
7. Must be able to stand, walk, bend over, kneel, stretch, grasp, reach overhead, stoop, twist, push, pull and move accordingly.
8. Some exposure to offensive language, angry individuals and threats.

General Qualifications:

Pre-employment drug testing, must pass a national criminal background check which includes criminal and sexoffender registry. No person who has been convicted of any felony conviction for any crime against a person shall be hired as a transit employee. No person who has been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years shall be hired as a transit employee.

INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER

Acknowledgment: I acknowledge receipt and understand the contents of this job description.

Employee Signature:		Date:	
----------------------------	--	--------------	--

Revised 02/16