

# Maui Economic Opportunity, Inc.

## Job Description

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**Job Title:** Passenger Assistance Technician (PAT) Paratransit Driver  
**Department:** Transportation  
**Reports To:** Driver Supervisor  
**FLSA Status:** Nonexempt  
**Prepared Date:** October 2012  
**Updated:** June 2020  
**Pay Range:** PT-1PW

### **SUMMARY:**

Provide outstanding curb to curb service transporting ADA qualified clients, to include wheelchair assisted clients, to and from their residence and specified destinations.

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

- Transport ADA eligible ambulatory and non-ambulatory clients to and from their residence and specified destinations.
- Assist clients into and out of wheelchair.
- Assist passengers in boarding and exiting the designated vehicle.
- Assist passengers with packages, parcels and other items weighing up to 25 pounds.
- Comply with federal, state and county traffic and safety regulations.
- Report delays and accidents and incidents immediately.
- Make pre-trip, during trip, and after trip inspections of assigned vehicle to ensure that it is safe and clean.
- Immediately report any vehicle deficiency.
- Utilize an electronic tablet to collect and report daily records of total trips, mileage and number of passengers carried.
- Maintain daily records of passenger's name, pick-up and drop off locations, dates and times of service, mileage, and fare collected.
- Count and report total trips, mileage and number of passengers carried per shift.
- Provide information to passengers regarding pick-up and drop off points and times.
- Maintain vehicle fare box for daily project income and turn into dispatcher at the end of scheduled shift.
- Clean, wash, and wax vehicle as needed. Sanitize vehicle daily.
- Attend driver safety training sessions as required by state and local regulations.
- Report all cases of suspected child or adult abuse or neglect immediately.
- Maintain a high level of customer service ensuring that client's needs are met.
- Understand, follow and support all safety policies and programs.
- Must be available to work any day, any time to include varied shifts, which may include, nights, weekends and holidays.
- Complete and submit timesheets and all supporting documents on or before the payroll deadline.
- Regular attendance.

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

- Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

- None

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### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Be 21 at least years of age.
- Working knowledge of transportation rules and regulations.
- Ability to drive the vehicle safely.
- Ability to maneuver and negotiate 200-300 pound individuals in a wheelchair over uneven surfaces/obstacles and/or up and down inclined surfaces.
- Ability to use an electronic tablet to receive, collect and report passenger counts.
- Excellent interpersonal skills, which include, written, verbal and listening.
- Organized, detail and tasks oriented.
- Ability to assist frail and elderly clients.
- Current Department of Transportation (DOT) physical.
- No moving traffic citations in the past (3) three years.
- No felony convictions in the past (10) ten years or misdemeanor convictions in the past (3) three years that bears a rational relationship to the position as stated in the MDoT Contract requirements.
- Ability to provide a negative drug test result.

### **EDUCATION and/or EXPERIENCE:**

- Two (2) years related experience preferred, or equivalent combination of training and experience.

### **LANGUAGE SKILLS:**

- Ability to speak English well enough to converse with the general public, understand highway traffic and signals, respond to official questions, and be able to make legible entries on reports and records.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to passengers, and employees of the organization.

### **MATHEMATICAL SKILLS:**

- Ability to add, subtract using whole numbers.

### **REASONING ABILITY:**

- Ability to understand and carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to interact with and have compassion for persons with mental and physical disabilities.
- Ability to relate to and interact with senior citizens and children.
- Ability to defuse agitated clients in stressful situations.
- Ability to communicate calmly in stressful situations.
- Ability to perform well under pressure.

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### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Type 3 Hawaii Driver's license for all vehicles designed to transport fifteen or fewer occupants.
- Passenger Service and Safety Certification (PASS).

### **PHYSICAL DEMANDS:**

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 in good health and physically able to perform all duties of a driver.
- Frequently is required to stand; walk; climb or balance; stoop, kneel, and crouch; and talk or hear.
- Regularly required to sit; use hands to finger, handle, or feel; and reach with hands and arms.
- Regularly required to smell.
- Frequently required to lift and carry 1 to 20 pounds and occasionally lift and carry up to 25 pounds.
- Frequently maneuverer and negotiate 200-300 pound individuals in a wheelchair into and out of the vehicle.
- Occasionally required to lift and carry 1 to 20 pounds and occasionally lift and carry up to 25 pounds.
- Occasionally required to push/pull 1 to 30 pounds and infrequently push/pull up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing 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 is:

- Regularly exposed to outside weather conditions.
- Frequently exposed to moving mechanical parts and fumes or airborne particles.
- Exposed top long periods of travel from one end of the island to the other.
- Occasionally exposed to wet and/or humid conditions, risk of electrical shock, and vibration.
- The noise level in the work environment is usually loud.