

MASS TRANSPORTATION AUTHORITY

JOB DESCRIPTION

POSITION: YOUR RIDE SERVICE PROVIDER

SCOPE OF RESPONSIBILITIES:

The Your Ride Service Provider will provide excellent customer service through the performance of job tasks, which may include operating and servicing vehicles, monitoring telephone requests, scheduling vehicles and operators, and dispatching vehicles. Perform other service-related duties as required.

SUPERVISED BY: SERVICE CENTER MANAGERS

PRINCIPAL RESPONSIBILITIES:

- Operate assigned vehicle in a safe, courteous and timely manner, with the goal of satisfied and loyal customers
- Service vehicle as required by standards of job assignment
- Read, interpret and follow work assignment instructions; deviate from these instructions only as agreed to by Team Leader, and maintain required schedule of MTA
- Insure vehicle cleanliness
- Perform pre- and post-operation vehicle inspection
- Operate lift and/or ramp-equipped vehicles
- Board, secure (as required by MTA procedures) and discharge passengers in safe and efficient manner; must have concern and consideration for handling of the elderly and mobility handicapped
- Collect passenger ridership and farebox revenue data as prescribed by MTA procedures
- Operate communications equipment according to prescribed FCC and MTA rules and regulations
- Perform other duties assigned

SECONDARY RESPONSIBILITIES (Coordinators/Office Staff Only):

- Respond to telephone inquiries regarding service and take appropriate actions with courtesy and tact
- Schedule vehicles as required on specialized computer software
- Prepare schedules of service according to existing procedures and practices
- Execute dispatch functions consistent with the dual requirements of effective customer service and compliance with MTA procedures
- Perform other duties assigned

MINIMUM ACCEPTABLE EMPLOYMENT REQUIREMENTS

- Great customer service skills
- A valid Michigan Driver's License with a clean driving record, as well as the ability to obtain a Chauffeur license
- Clean Driving Record
- Knowledge of traffic codes, rules, and regulations. Must have the ability to operate vehicles in a safe manner in full compliance with local and State traffic laws and ordinances.
- Knowledgeable of geography of City of Flint and Genesee County
- Ability to pass a Department of Transportation (DOT) physical and drug screen, criminal and reference checks
- Ability to attend work regularly and work under stressful conditions
- Ability to work in a Team Environment

- Be courteous, considerate and dependable while in service

MINIMUM ACCEPTABLE JOB PERFORMANCE STANDARDS

- Maintain continuous professional attitude, appearance and conduct at all times
- Maintain continuous awareness and concern for the safety and well-being of every passenger
- Maintain constant care in the use of all Mass Transportation Authority equipment and report all defects as they are found
- Service vehicle and other equipment as required by MTA procedures
- Maintain sound judgement in determining and reporting all pull-offs, incidents or accidents and equipment defects
- Adhere to required radio courtesy and procedures
- Wear and maintain prescribed MTA Operator’s uniform; maintain a clean, well-groomed appearance at all times
- Comply with all Mass Transportation Authority rules and regulations and contractual requirements
- Be punctual and report for duty in the prescribed manner
- Ability to operate lift or ramp-equipped vehicles
- Maintain an excellent driving record

PHYSICAL REQUIREMENTS:

- Ability to lift and/or move up to 50 pounds. Daily use of hands and fingers to handle or feel objects, tools or controls.
- Reaching with arms and hands, walk, climb or balance; stoop, kneel, crouch. Vision requirements are distant, close-up, peripheral and depth perception. Ability to focus.
- Perform duties in outside exposed weather of extreme cold or heat or wet and humid conditions. Some vibration and moderate exposure to mechanical parts.
- Ability to safely fit behind the steering wheel of the standard vehicle operated by MTA.

WAGE RATES:

Substitute: \$9.85 per hour, No benefits

Part-time: \$11.20 per hour, No benefits

Full-time: \$11.20 per hour plus benefits **or** \$11.20 per hour plus \$218 per month in lieu of benefits

APPLICATION SUBMITTAL:

Apply in person at the MTA Administration Building, 1401 S. Dort Hwy., Flint **OR** any MTA location. Submit resumes to jobs@mtaflint.org. MTA is an equal opportunity employer!

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