



CITY OF MELROSE

Melrose Council on Aging



Please submit a letter of interest and resume to Matt Travers at mtravers@cityofmelrose.org.
Position open until filled.

The City of Melrose, MA is an Equal Opportunity Employer. No Residency Requirement.

In the City of Melrose, we value diversity, equity, and inclusion and believe that everyone in the community deserves excellent public services and access to resources regardless of race, gender/gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status or personal experience. We believe in the benefit of diversity, which allows us to become aware of varied ways of engaging with citizens and to discover, design and deliver enriched solutions and services for our community. The City embraces and encourages all qualified candidates to apply.

Title: COA Transportation Driver
Department: Council on Aging
Supervisor: Director, Council on Aging
Status: Part-time, hourly, \$15.00/hour, non-benefit eligible
Up to 18 hours per week, Schedule varies

Summary: The COA Transportation Driver is responsible for transporting qualified riders in a van to and from their appointments in Melrose and the surrounding area.

Responsibilities:

- Safely load passengers on to the COA van, drive to the scheduled destination, and drop off the passengers.
- Adhere to all transportation policies including use of masks, seat belts and safety precautions
- Scan riders into computer systems for each leg of trip (to/from).
- Routinely perform vehicle checks (tires, gas, directional signals, seat belts, chair lift, etc.) to ensure proper functioning.
- Report deficiencies/problems with vehicle to supervisor as soon as possible.
- Collect and submit any monies received to the office daily.
- Promptly report any changes in a passenger's condition, (i.e. unable to get to the van on own, requiring personal assistance, cognitive orientation issues, hygiene changes, bruises, anything that is concerning to you, etc.)
- Promptly report any and all "incidents" (accident and/or injury) to supervisor as soon as possible and complete an Incident Report before end of shift.
- Sanitize/ light cleaning of the vehicle at end of each shift.
- Respond sensitively and constructively to citizen complaints; provide customer service with tact, courtesy, cultural sensitivity, and discretion in all dealings with customers.
- Contribute to creating a collaborative work culture that appreciates diverse perspective and approaches matters with flexibility and cultural relevance.

Qualifications:

- Valid and current MA Driver's License (Class D) and a driving record which proves responsible and lawful driving habits.
- Pass Criminal Offender Record Information check.

- Comfortable driving a larger vehicle with passengers within local limits and on a highway.
- Ability to follow directions, and maintain an established schedule.
- Exceptional customer service interacting with seniors and those with disabilities.
- High level of patience, sensitivity, compassion, and discretion.
- Flexible availability
- Ability to drive in Boston is a plus
- Demonstrated ability to work effectively with diverse constituencies and ensure a culturally sensitive approach.

Physical Requirements: The employee must climb stairs; sit in and drive a van for extended periods of time. The employee is required to sit, stand, walk, reach, and climb with hands and feet, stoop, crouch, and twist. The employee is required to see, hear, feel and talk. The employee is required to assist passengers in getting into and off of the van inclusive of shopping bags. The employee must have close, distance, and peripheral vision, depth perception and the ability to adjust focus. The employee must have the ability to work and drive safely during inclement weather conditions such as rain, snow, wind, ice storms and freezing temperatures.