



TOWN OF STOW
380 Great Road
Stow, Massachusetts 01775

TOWN OF STOW
COUNCIL ON AGING
ON-CALL VAN DRIVER

The Town of Stow is seeking qualified candidates for On-Call Van Drivers for the Council on Aging. This is a part-time, on-call, non-benefit position driving vans for the safe transport of elderly and disabled passengers to various destinations in nearby communities. Some major city and out-of-state driving may be required for field trips. Hours of availability are Monday through Friday from 8 a.m. to 4 p.m. The On-Call Van Driver will be contacted at least the day before they are needed to work by the Van Dispatcher. The person reports directly to the Van Driver/Dispatcher.

The individual must have an excellent driving record as generated by the Registry of Motor Vehicles, a knowledge of surrounding towns and be able to read maps and use a GPS. Punctuality, a focus on safety, and a friendly and courteous manner are important. The individual must have the ability to maintain confidentiality. Previous experience and an interest in elder care is preferred. A Commercial Driver's License (CDL) is not required but preference will be given to those that have a current CDL. The starting hourly rate is \$17.07 for non-CDL drivers and \$19.61 for CDL drivers.

Applications will be reviewed on a rolling basis. Send letter of interest and application (resume also welcome) to careers@stow-ma.gov. Applications are available on our website under the Human Resources Department. For the full job description, please see below. AA/EOE.

COUNCIL ON AGING ON CALL VAN DRIVER

DEFINITION

The position is responsible for providing transportation for Council on Aging clients.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Inspects vehicles daily for safety requirements, cleanliness, tires, heat, oil, and gas;
- Ensures vehicles are comfortable for clients, including monitoring of internal vehicle temperature;
- Removes snow and ice from vehicles;
- Reports road conditions and confers with supervisor to determine whether roads are safe for travel;
- Collects and logs any transportation fares;
- Assists passengers as needed, i.e., entering/exiting vehicle, carrying groceries and packages etc.;
- Observes and reports any concerning passenger behavior to Outreach Workers;
- Assists in promoting activities of Council on Aging by being knowledgeable about programs and operations of Council on Aging and communicating information to passengers or referring them to the appropriate staff member;
- Records data for monthly reports, tracking gas usage, mileage and type of trip;
- Attends trainings as necessary;
- Maintains a professional, courteous, and helpful disposition at all times;
- Performs other related duties as required.

SUPERVISION RECEIVED

Under general supervision. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

CONFIDENTIALITY

The employee has regular access to a variety of sensitive and confidential information.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, clients, and the public, involving frequent

explanation, discussion or interpretation of practices, procedures, regulations, or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy is required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

EDUCATION AND EXPERIENCE

High School diploma and three years of related experience, or any equivalent combination of education, training, certification, or experience. Must have a satisfactory driving record. A CDL driver's license is preferred.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of safe driving practices. Knowledge of GPS is helpful. Knowledge of Microsoft Office including spreadsheets. Knowledge of smart phone, handsfree devices.

Abilities: Ability to operate wheelchair lift and assist passengers entering and exiting vehicle. Ability to communicate effectively. Ability to maintain good public relations with members of the public. Ability to be diplomatic, professional, and courteous when dealing with others, especially in contentious or confrontational situations. Ability to meet deadlines and be punctual. Ability to work independently and prioritize tasks. Ability to provide excellent customer service. Ability to read maps to locate delivery and pick up addresses. Ability to make minor repairs to vehicles.

Skills: Customer service skills. Must be dependable. Must have organizational skills. Must have safe driving skills.

WORK ENVIRONMENT

The work is performed in the field when transporting clients in all weather conditions.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills: The work involves physical skills typical of an office environment, including sitting, standing, walking, and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds. Required to push and maneuver a client in a wheelchair.

Motor Skills: Essential functions involve close hand and eye coordination and physical dexterity. Manipulation and motor control under conditions which may require extreme accuracy.

Visual Skills: Visual demands require routinely reading documents, computers and handheld technology for general understanding and analytical purposes.