



## **Driver Coach, Snoqualmie Valley Transportation**

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Snoqualmie Valley Transportation (SVT) provides services to riders within the Snoqualmie Valley as a part of the Mt. Si Senior Center, a non-profit organization. Drivers operate a 10-14 passenger minibus in demand-response or fixed route with deviation service; assures safety of passengers and vehicle; provides customer service.

### **NATURE & SCOPE:**

The driver coach assists with training under the supervision of the operations /training manager while continuing to perform drivers' duties under the guidance of their driver supervisor. A driver coach mentors new drivers and assists with both hands-on and classroom training. The driver coach will set the example for all other drivers by knowing and following SVT's and MT Si Senior Center's policies, procedures, and objectives. Work is reviewed through meetings and work is evaluated for timeliness, accuracy, safety and conformance with policies, procedures, and objectives. Reviews are based on company values of respect, results, initiative, integrity, collaboration, and knowledge.

### **ESSENTIAL FUNCTIONS:**

- Mentors new drivers to help them succeed as an employee for SVT
- Assists training manager with the development and updating of training procedures, materials and curriculum.
- Provides on-road training using the Smith System training
- Assists with training new drivers on routes utilizing the tools needed for them to fulfill their duties, such as using the push-to-talk radios, wheelchair lifts and following a manifest
- Researches training topics and videos
- Assists with administering tests
- Safely operates 8 –14 passenger minibus
- Knows all the routes and procedures affiliated with each route
- Attends monthly safety meetings
- Attends all driver training and advanced training requirements
- Demonstrates knowledge of – and follows – all laws that govern the job
- Completes all reports accurately and completely
- Assists with site evaluations when asked
- Assists with safety meetings when asked
- Performs other related duties as assigned



### **WORKING CONDITIONS:**

The driver coach training is primarily performed in the field and in all types of weather. A driver coach may be asked to assist with classroom training. The driver coach will need to utilize the training curriculum, schedule and materials provided by the operations/training manager. If the training manager is sick or on vacation the driver coach maybe asked to fill in.

### **KNOWLEDGE & ABILITIES:**

- Attend all required training
- Keep certifications up to date
- Ability to accurately document training
- Ability to give constructive feedback
- Ability to take control of a classroom setting
- Knowledgeable of standards and requirements related to transit services; fleet and vehicle capacities, equipment requirements and limitations, ADA regulations and procedures, radio communications; county streets, roads, and geographical locations
- Can work with Microsoft word and excel
- Ability to proofread
- Works well and collaborates with operation's/training manager
- Communicates training and driving schedules with both driver supervisor and operations/training manager
- Ability to communicate effectively and establish working relationships with new hires, passengers, staff, and the general public using tact, courtesy, and good judgment; applying standards and requirements to particular situations and circumstances
- Physically perform the essential functions of the position
- Ability to demonstrate excellent customer service, especially sensitivity to persons with special transportation needs
- Ability to adjust to different learning styles
- Become knowledgeable of Snoqualmie Valley Transportation operational policies and procedures
- Demonstrated ability to safely operate a minibus up to 14-passenger capacity
- Ability to work with in the training budget and properly record training hours
- Ability to properly demonstrate best practice to assist all riders and secure a rider in a mobility device



## **QUALIFICATIONS:**

Applicants must have high school diploma, or G.E.D. and must be at least 21 years old with a current and unrestricted Washington State driver's license and have driven for at least five (5) years. (Restrictions for glasses or contact lenses are acceptable.)

Applicants must complete the following train the trainer certifications:

- Five-day driver trainer training course through the Smith System
- Three day train the trainer PASS course (Passenger Assistance, Safety and Sensitivity)

Driver coach shall clear a criminal history check and Washington State Department of Licensing record check, including review of each driver's official and complete Abstract of Driving Record, prior to independently operating the Vehicles in this service.

Driver coach shall not have been convicted of a felony offense involving theft, fraud, burglary, robbery, crimes against children or adults or any such similar offense, and shall have no convictions for any other felony offense within the previous ten (10) years.

In addition, the driver coach shall have no convictions of a serious traffic violation, including but not limited to any of the following violations within the past five (5) years:

1. Driving while under the influence of drugs or alcohol
2. Leaving the scene of an accident (hit and run)
3. Using a commercial vehicle in the commission of a crime
4. Reckless driving and/or reckless endangerment
5. A suspended license for moving violations
6. Negligent driving
7. Vehicular homicide or vehicular assault
8. More than one "at fault" accident
9. Open container
10. Driver coach is physically capable of safely driving the vehicles for this service
11. Driver coach is polite and courteous to passengers

Drivers coach shall have a thorough knowledge of the service area and sufficient knowledge of the County's transit system to assist passengers with their transportation needs.

Driver coach shall be capable of operating the wheelchair lift and tie-down equipment and know proper securement procedures.



Must be able to stand, sit, walk and lift up to 40 pounds.

As with all SVT safety-sensitive positions, this one is subject to:

***Drug and Alcohol Testing:***

This position is subject to both pre-employment and random testing for drugs and alcohol.

***Medical Certification to Drive:***

This position is subject to a medical certification to drive conducted every two years by a medical professional.

***Criminal Background Check:***

This position is subject to a complete pre-employment criminal background check and annual Criminal background checks through Washington State Patrol Background Checks.