

SEMCAC Job Description

Employee: _____

Job Title: Transportation Vehicle Operator
Department: Transportation
Grade: 6
Reports To: Operations Manager
FLSA Status: Non-Exempt
Prepared By: Jessica Schwering | William J. Spitzer
Prepared Date: 6/10/21
Reviewed Date: 10/2023, 01/18/2026
Revised Date: 01/18/2026
Approved By: Pat Georgens | Jeff Rogness
Approved Date: 01/21/2026

SUMMARY

The Transportation Vehicle Operator safely transports passengers of all ages in agency-assigned vehicles while maintaining compliance with MnDOT Special Transportation Service (STS) requirements and all applicable regulations and agency policies. This position ensures passenger safety through proper vehicle operation, supervision, and documentation. STS driver certification is required or must be obtained upon hire and maintained in accordance with MnDOT standards. The Transportation Vehicle Operator provides professional customer service and collaborates with other Semcac programs as needed to support safe, reliable transportation services.

Essential Duties and Responsibilities

Safety and Vehicle Operation

- Operate agency vehicles safely and in full compliance with federal, state, local, MnDOT, and Semcac Transportation rules, regulations, and policies.
- Know and comply with all requirements for the safe and proper operation of assigned vehicles.
- Use appropriate safety restraints at all times and ensure all passengers are properly secured while the vehicle is in motion.
- Be trained in the operation of wheelchair lifts, ramps, and the safe loading and unloading of passengers, including those with special needs or disabilities.
- Ensure emergency equipment (fire extinguisher, belt cutter, emergency kit, signage, etc.) is present, properly stored or mounted, and in working condition.
- Ensure written emergency procedures are visibly posted for passengers.
- Test provided communication equipment regularly and ensure it is operational.

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Passenger Care and Supervision

- Represent Semcac Transportation and the Semcac agency by promoting excellent customer service and positive public relations.
 - Communicate positively, respectfully, and effectively with passengers at all times.
 - Maintain a safe, respectful, and positive social environment in the vehicle.
 - Maintain order and appropriate passenger behavior; resolve minor disputes and document and report serious disciplinary situations.
 - Ensure children or passengers requiring supervision are released only to authorized parents or designated adults.
 - Maintain strict confidentiality regarding passenger, staff, and agency information.
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Health, Cleanliness, and Safety Compliance

- Keep the vehicle interior, exterior, and equipment clean and in good working order.
 - Follow Semcac Transportation health and safety procedures, including daily cleaning of vehicle interiors, proper stowing of items, and maintenance of passenger restraints (seat belts and wheelchair securement systems).
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Inspections, Maintenance, and Documentation

- Complete daily pre-trip and weekly vehicle inspections in accordance with MnDOT and agency requirements while immediately report any issues to fleet & facilities coordinator or designee.
 - Ensure vehicle maintenance is completed according to the agency's maintenance plan.
 - Accurately complete trip records for each ride.
 - Submit all required transportation reports and documentation as directed by the Transportation Director.
 - Immediately report any moving violations, regardless of fault or outcome, to the Transportation Director.
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Training and Support

- Attend all required transportation-related training to maintain compliance with agency, MnDOT, and regulatory standards.
- Provide orientation and training support for substitute drivers as assigned.
- Maintain CPR and First Aid certification and administer basic first aid or CPR in emergency situations as required.
- Collaborate with other Semcac programs and departments to provide transportation-related assistance and support services as needed.

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Communication and Program Knowledge

- Maintain working knowledge of schedules, service areas, and transportation program requirements.
 - Respond appropriately to passenger questions or concerns regarding transportation services.
 - Follow all written and verbal instructions provided by the Transportation Director, designated staff, or regulatory agencies.
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Other Duties

- Other Transportation Department duties may be assigned due to changing regulations, service needs, operational requirements, or cross-agency collaboration needs.
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Supervisor Responsibilities

This position provides supervision of passengers during transport only and does not include supervisory authority over Semcac employees.

Qualifications

Education and Experience

- High school diploma or General Education Degree (GED) required.
- Three to six months of related experience preferred.

Licenses, Registrations, and Certifications

- Valid Minnesota Driver's License.
- Successful completion of a pre-employment drug screen.
- CPR and First Aid certification required within the first year of employment.
- Special Transportation Service (STS) Driver Certification is required or must be obtained upon hire within MnDOT-required timeframes and maintained thereafter.

Knowledge

- Basic knowledge of routine vehicle maintenance.
- Understanding of the needs of low-income individuals and families.

Language Skills

- Ability to respond effectively to common inquiries or complaints from passengers.

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Abilities

- Ability to manage passenger behavior using appropriate behavior management techniques.
- Ability to respond calmly and appropriately to emergency or crisis situations.
- Ability to work a flexible schedule, including evenings and weekends as needed.
- Ability to attend ongoing training to expand job-related knowledge.

Reasoning Ability

- Ability to define problems, collect information, establish facts, and draw sound conclusions.
 - Ability to read, understand, and apply Semcac Transportation policies, procedures, and performance standards.
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Physical Demands

- Regularly required to sit, talk, and hear.
 - Frequently required to stand, walk, reach, bend, stoop, crouch, and use hands and fingers.
 - Occasionally required to lift and/or move up to 50 pounds.
 - Occasionally required to climb or balance.
 - Vision requirements include close vision, peripheral vision, and the ability to adjust focus.
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Work Environment

- Regular exposure to outdoor weather conditions.
 - Moderate noise levels.
 - Occasional exposure to moving mechanical parts, fumes, airborne particles, vibration, and jarring.
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Job Description**

Semcac reserves the right to revise or change job duties and responsibilities as organizational needs arise. This job description does not constitute a written or implied contract of employment.

Semcac is an Equal Opportunity Employer.

DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED ABOUT THE REQUIREMENTS DESCRIBED IN THIS JOB DESCRIPTION.

Are you capable of performing, in a reasonable manner, with or without reasonable accommodation, the activities described in this job description?

Please check one: ☐ YES ☐ NO

_____ <i>Employee Signature</i>	_____ <i>Date</i>
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_____ <i>Supervisors Signature</i>	_____ <i>Date</i>
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_____ <i>Directors Signature</i>	_____ <i>Date</i>
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