

# Van Drivers amp Monitors Needed (Methuen, Lowell, Lawrence)



Location **New Hampshire**  
<https://www.genclassifieds.com/x-502549-z>

NURSECARE TRANSPORTATION has MULTIPLE OPENINGS and is hiring Dispatchers, Drivers and Monitors (Safety Attendants riding with clients).

Apply now at: <http://www.nursecaretransportation.org/medical-transportation-careers>

NURSECARE TRANSPORTATION is based in Methuen, MA and operate a fleet of fully-equipped paratransit vans, sedans and minibuses, providing services to clients in the Merrimack Valley and Greater Lowell areas.

NURSECARE TRANSPORTATION promotes the independence of seniors and persons with disabilities through community based transportation. Our friendly, safe and reliable services help people maintain healthy, mobile and connected lives.

### Brief Descriptions of positions

**Dispatchers:** Dispatchers are the main line of communication between the office, clients, programs and drivers on the road. They relay information, and help operators determine the best course of action for all scenarios.

Dispatchers are expected to be familiar with safety and operating procedures. As well as provide service in a professional, courteous, manner when interacting with all stakeholders. Their duties include: assisting the Transit operations manager and line supervisors with the controlling of movement of fixed-route vehicles, accepting calls requesting general information, and ensuring timely, effective, safe service at all times.

**Van Operator (Driver/Monitor):** The Driver/Monitor is the front-line provider of service for the organization. The Driver/Monitor is responsible for the safe, caring, and efficient transportation of all riders under his or her care, and for maintaining a professional, courteous demeanor when interacting with all staff, programs, and riders.

### Functions

- Operate vehicle, including radio, and other equipment in safe manner, and determine whether at any time it is necessary to stop or discontinue service.
- Provide courteous assistance to clients, and report to dispatcher any problems or unusual incidents of clients.
- Reliably adheres to the schedule, and operates in conformance with all policies and procedures.
- Cleans the vehicle as necessary, perform daily vehicle inspection and report problems.
- Maintain accurate records of all trips, including riders, times, mileage, fares and donations, and other data directed by supervisor.
- Attends trainings and maintains up-to-date certifications, including a MA Drivers License, First Aid, CPR, Defense Driving, Passenger Assistance Techniques and other certifications as required.
- Performs other duties as assigned, and continues to foster an atmosphere of safety and professionalism.

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## Qualifications

Ability to drive a van and maintain a valid Massachusetts Driver's License required. Having had a valid driver's license for at least 3 consecutive years immediately prior to hire. Excellent driving skills required, as evidenced by a satisfactory Driving Record and Road Test.

Good interpersonal and verbal communication skills required, particularly with senior citizens and persons with disabilities.

A commitment to providing friendly, safe and reliable service to each and every NURSECARE TRANSPORTATION's customer.

The ability and willingness to learn NURSECARE TRANSPORTATION's programs and services and answer basic questions posed by customers. The ability and willingness identify service issues and report them to the operations team. Ability to read a map/atlas, use GPS and navigation tools required.

Ability to work in a fast-paced environment, organize concurrent tasks, attend to details, and manage frequent deadlines and interruptions required.

Ability to pass a Department of Transportation physical exam as required.

Ability to physically support and assist riders who are ambulatory or use wheelchairs, and carry riders' parcels and grocery bags required.

Sound moral character required, as evidenced by a satisfactory background (inclusive but not limited to of CORI, SORI, SAMS List) and references from former employers/coworkers.

Ability to operate a two-way radio and In-Vehicle Tablet required.

One year experience as a professional driver preferred.

Familiarity with the Greater Lowell, Merrimack Valley, and Greater Boston road network preferred.

Prior experience in a paratransit, social service, or elder service organization preferred but will train right candidates. High school degree or higher education preferred.

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