



# City of Madison

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## Job Description

Title: MARS Lead Driver

Department Recreation

Nonexempt        Pay Grade 6

Reports to Recreation Director

New Position X Position change       

Effective Date 03-27-2023

Subordinate Staff: This position has direct supervision over Van Drivers of the Madison Assisted Ride System (referred to as MARS).

*The following information is designed to outline the functions and position requirements of the job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.*

### **General Position Summary:**

This position is responsible for all duties associated with the day-to-day operations of the Recreation Madison Assisted Ride System, or MARS. Responsibilities include management of MARS administrative functions and the transportation of senior and disabled citizens.

### **Essential Functions / Major Responsibilities:**

- Manages Van Drivers and transportation program for senior and disabled citizens.
- Trains, directs, assigns, supervises, evaluates, and disciplines personnel.
- Assists and monitors subordinates in performing their duties and responsibilities.
- Monitors and maintains the transportation software program for assigning riders to buses.
- Processes and approves applications for the transportation program.
- Completes the daily MARS manifest and assigns trips to the Van Drivers' schedules.
- Required to operate passenger transport vehicle in absence of Van Drivers.
- Operates 15-passenger modified vehicles equipped with wheelchair lifts and securement (locking) devices.
- Safely transports and assists riders who are elderly, handicapped, feeble, and/or wheelchair bound.
- Assists senior and/or disabled citizens with boarding and exiting vehicles to and/or from a building or residence door.
- Establishes good rapport with clients/citizens and acts in a courteous and confident manner.
- Maintains accurate records of which clients are transported daily, mileage, and other required records.
- Projects a positive image of the City and its facilities at all times.

### **Secondary Functions:**

- Provides backup support/coverage to all positions in the Recreation Department as needed.
- Communicates between clients and Van Drivers when a situation arises.
- Communicates with Huntsville Transportation to address and resolve scheduling conflicts.

- Informs the public about the MARS program and its transportation guidelines for participation.

### **Job Scope:**

- Performs duties with little direction given, operating from established schedule and instructions.
- Makes decisions within general department policy constraints, but occasionally exercises independent decision making.
- Assigns work in terms of general instructions and spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.
- Makes real-time judgements of operational needs to make necessary adjustments and applies program and City policies and other applicable guidelines to solve problems.

### **Supervisory Responsibility:**

- This position has direct supervision over Van Drivers.

### **Interpersonal Contacts:**

- Must work well with Senior Citizens and/or disabled clients. Must be able to cope with mental and emotional stress related to persons who are ill, disabled, elderly, and/or emotionally upset.
- Must work well with City staff, as well as MARS-related management and administrative personnel.
- Must maintain good relationships with the general public, as well as Madison residents and businesses, in order to provide program information and services.

### **Specific Job Skills:**

- Strong computer skills, including Microsoft Office (Word, Excel, PowerPoint, Outlook) and Internet.
- Thorough knowledge of personnel policies and practices.
- Ability to communicate information and needs to public officials, general public, professional contacts, other workers, employees, and supervisor.
- Skill in writing instructions, letters, memos, schedules, and various other documents.
- Skill in dealing with people under stressful conditions.
- Skill in math to complete quotes, prepare invoices, develop schedules, order supplies and equipment, and prepare budget.
- Ability to safely operate vans and other vehicles, whether automatic or standard transmission, to transport patrons to various locations.
- Skill at managing scheduling and leave issues.
- Skill at hiring, training, appraising, coaching, counseling, and disciplining personnel.
- Skill at gathering and evaluating input for decision-making.
- Skill at managing relationships between subordinates and other personnel in other departments.
- Skill at project management, planning, organization, and prioritization.

### **Education and/or Experience:**

- High school diploma required, with additional education in supervision, office practices, and computer applications preferred, and some college work related to duties preferred.
- Experience in general office/clerical duties, to include use of computers with various software, invoicing, setting up databases, answering phones, communicating with the general public, etc.
- An excellent driving background is required, and a current and valid Commercial Driver's License is preferred.
- Experience in the operation of a passenger transport vehicle, with experience operating vehicles to transport senior or disabled passengers preferred.
- Reading skills to understand written instructions.
- Strong work history of dependability and performance.
- Strong background record required, due to accessibility to employee and city property, citizens, and patrons.

### **Job Conditions:**

- Normal office working conditions.
- Must be prepared for normal driving/road conditions with the possibility of driving in unfavorable, severe weather such as high winds and wet roads.
- May require occasional overtime and work on weekends.
- May be required to attend evening meetings, such as council meetings.
- Must be able to work varying hours, extended hours, weekends and holidays, and at times with little or no notice.
- May require some travel for state association meetings, annual conference, workshops, seminars, etc.
- Must maintain valid driver's license with excellent driving record required.

### **Physical Capabilities:**

- Physical strength, ability, and mobility to perform all essential job functions with or without accommodation.
- Physical and mental capacity and ability to safely drive vehicle. Ability to get in and out of a vehicle freely, frequently, and quickly.
- Physical strength and ability to assist senior citizens into and out of vehicles.
- Ability to work sitting at a desk or table, or while intermittently sitting, standing, stopping, walking, bending, or crouching.
- Ability to work successfully in inclement weather, high-traffic areas, around moving vehicles, and high noise areas.
- Ability to perform recurring walking, standing, pushing, squatting, bending, crouching, stooping, reaching, stretching, crawling, and moderate lifting of 40-50 pounds.
- Ability to communicate verbally and orally with the public, subordinates, and coworkers.
- Must be able to drive and sit for long periods of time.

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Mayor Approval	Date
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Department Approval	Date
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