



**Cape Fear Public Transportation Authority**  
**Paratransit Customer Service Clerk / Backup Operator**  
**JOB DESCRIPTION**

**POSITION TITLE:** Paratransit Customer Service Clerk / Backup Operator

**JOB SUMMARY:** Process Customer billing & inquiries, provides backup for operators for safe, efficient and on-time delivery of passengers.

**WORK SCHEDULE:**

- Must be able to work shift hours and days assigned during the span of service.
- Must be available during disaster and emergency events.

**REPORTS TO:** Paratransit Manager

**DESCRIPTION OF DUTIES/RESPONSIBILITIES:**

- Process client billing & inquiries as designated by manager.
- Calling clients to verify program usage & pending issue concerns.
- Filing, data entry, customer correspondence.
- Experience using Excel, Word, and email.
- Provide phone support & additional assigned duties.
- Drives one of several different vans in a safe, courteous, and reliable manner throughout the service area within a daily assigned time schedule.
- Assists passengers to and from their origin/destination.
- Assists in the boarding of passengers using wheelchairs or other mobility aids and the proper securement of wheelchairs.
- Notifies dispatch of schedule deviations, running late or early for appointments, accidents, or passenger incidents.
- Notifies dispatch of passengers' medical or behavioral problems and van mechanical or electrical issues.
- Sees that all trips follow pick up and drop off destinations exactly as stated on the trip sheet without deviations unless pre-approved by dispatch.
- Treats all passengers with respect providing courteous service at all times and in every situation. Advise passengers of rules and regulations when necessary.
- Completes and submits daily paperwork including written reports concerning passenger incidents, preventable and non-preventable accidents.
- Provides daily pre trip inspection of all vehicles before driving ensuring that all vehicles are well maintained and properly running and that all safety equipment is available and in good working order.
- Assumes additional responsibilities as required.

**QUALIFICATIONS:**

- Must possess a high school diploma or GED.
- Must possess a valid North Carolina driver license.
- Must be able to pass a Department of Transportation physical.
- Pre-employment background check and drug screen required.

**SKILLS REQUIRED:**

- Must possess good communication skills.

**PHYSICAL REQUIREMENTS:**

- Requires operating paratransit vehicles.
- Requires bending, twisting, squatting, crouching and kneeling.
- Requires sitting for extended periods of time.
- Requires assisting passengers in wheelchairs and lifting passenger walkers, strollers, and other mobility aids, up to 20 lbs., as often as 20 times per day.
- Must be able to read and comprehend written material.
- Must have good depth perception, peripheral vision, distance vision, and color perception necessary for driving.
- Requires effective verbal and non-verbal communication skills.
- Must be able to hear and understand normal speech, as most job information is received verbally.

**SPECIAL REQUIREMENTS:** The incumbent may be required to assist in performing other operational duties within the Authority.

**STATUS:** FSLA Non-Exempt

**HIRING RATE:** \$16.97 Per Hour

**REVISION DATE:** 3/15/2024