CITY OF MONROE

ADMINISTRATION
Human Resources

JOB TITLE: ADA Operator

DEPARTMENT: Public Works

JOB CLASS NUMBER: 7517

DIVISION: Transit

Revision Date:

Acceptance -Department Head

JOB DESCRIPTION

Operates accessible transit and paratransit vehicles to provide safe, dependable, courteous transportation for eligible passengers, including individuals with disabilities. Assists passengers with boarding, mobility-device securement, and exiting; follows applicable ADA requirements, traffic laws, safety standards, and City Transit policies.

EXAMPLES OF DUTIES

- Safely operated assigned ADA-accessible vehicles in accordance with schedules, dispatch instructions, and traffic laws.
- Assist passengers as appropriate; operate lifts and ramps and properly secure wheelchairs and other mobility devices.
- Complete pre-trip/post-trip inspections; report vehicle defects, incidents, hazards, and service interruptions.
- Maintain trip logs, passenger counts, mileage records, and other required documentation.
- Communicate with dispatch; provide respectful customer service and respond appropriately to emergencies.
- Follow department procedures, accessibility requirements, and all applicable safety regulations; perform related duties as assigned.

MINIMUM QUALIFICATIONS

- Valid driver's license and acceptable driving record; appropriate CDL with passenger endorsement when required for the assigned vehicle.
- Ability to meet applicable licensing, medical certification, background screening, and drug/alcohol testing requirements.
- Ability to operate transit vehicles and accessibility equipment safely and to work assigned shifts, including weekends or holidays.
- Ability to perform essential duties with or without reasonable accommodation.

EDUCATION AND EXPERIENCE

High school diploma or GED preferred. Experience driving passenger vans, buses, or paratransit vehicles preferred. Experience assisting older adults or people with disabilities is desirable. Equivalent education, training, and experience may be considered.

KNOWLEDGE AND SKILLS

- Knowledge of defensive driving, passenger safety, traffic laws, and basic ADA transportation practices.
- Skill in operating lifts, ramps, restraint systems, and accessible passenger vehicles.
- Ability to follow routes and instructions, communicate clearly, maintain accurate records, and exercise sound judgment.
- Strong customer service, patience, dependability, professionalism, and ability to respond calmly in emergencies.