

VETERANS SERVICE AIDE

DISTINGUISHING FEATURES OF THE CLASS: This is manual work involving the safe operation of a car or van in the transportation of Veterans Services Agency clients to treatment facilities and veteran events. The work is performed according to general instructions with leeway allowed in carrying out the details of the work. Detailed instructions are given for new or difficult assignments. Supervision over the work of others is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all the following, as well as other related activities not described.

Operates various motor vehicles which may include a car or van according to an assigned dispatch list;

Observes all applicable state and local traffic laws and policies of medical facility destinations;

Helps passengers board and disembark from the vehicles;

Ensures only eligible passengers are embarked and assures accountability for passengers' safe delivery and return;

Checks the operating condition of the vehicle before starting on a trip;

Re-fuels vehicles as needed;

Assists with snow or ice removal from assigned vehicles during times of inclement weather;

Reports any operational defects, repair needs or maintenance needs to immediate supervisor;

Keeps interior of vehicle neat and clean and enforces smoking and food/drink policies;

Maintains simple records of mileage, route, times and incidents;

Maintains inventory of necessary items in assigned vehicles according to inspection check list;

Maintains a safe, orderly and respectful environment for all riders and advises supervisor immediately of any problems with passenger behavior or complaints.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of vehicle and traffic laws as related to the operation of automotive equipment; good knowledge of driving safety practices and vehicle and traffic laws and regulations; ability to operate a vehicle under difficult driving and road conditions; ability to understand and follow simple oral and written instructions; ability to report operational issues with the vehicle; ability to demonstrate a friendly and customer service oriented demeanor; ability to keep calm in emergencies; ability to demonstrate a mature and

dependable nature at all times; mental alertness; good judgment; mechanical aptitude; tact and courtesy; sensitivity to the reactions of others.

MINIMUM QUALIFICATIONS: Possession of a valid New York State Driver's License appropriate for the class of the vehicle being operated.

Special Requirement: A candidate to this title must be a veteran as defined by 38 U.S. Code § 101, sections (2), (21), (22), (24) and (27). 38 U.S Code §101, section (2) defines a veteran as a person who served in the active military, naval, or air service, and who was discharged or released therefrom under honorable conditions.

ULSTER COUNTY
7497 VET SRV AI
Classification: Non-Competitive
Grade: 7
Union: CSEA

Adopted: March 6, 2019