

| | | | |
|----------------|---------------------------------------|-------|----------------------|
| Position | Driver (Community Engagement Program) | Hours | 20-40 hours per week |
| Classification | Externally Funded | Date | July 2019 – Oct 2019 |
| Dept | Student Affairs | | |
| Reporting To | Manager, Community Engagement Program | | |

BACKGROUND

Cape Breton University is engaging its international student population to ease seasonal employment demands on Cape Breton Island. International students will be connected with jobs in Victoria, Inverness and Richmond counties and will be transported to and from these jobs on a daily basis via shuttle vans enabling employers to gain access to a much needed labour force without the need to provide accommodation.

Vehicle Drivers are employed as part of the Community Engagement Program with Cape Breton University. This is a key role in the service delivery component regarding the labor market shortages in Cape Breton as well as enriching the living and learning experience of students as identified in the CBU Strategic Plan – “Invest in Our Students”.

The Community Engagement Program follows a set of Guiding Principles. All employees are required to read, understand and perform their respective duties guided by these values and principles.

1. **Safety**
Take care of yourself, others and the environment.
2. **Integrity**
Be honest at all times.
3. **Commitment**
Work hard and take responsibility.
4. **Teamwork**
Be helpful and seek help from others when you need it.
5. **Respect**
Be respectful of others at all times.
6. **Communication**
Make sure people know what they need to know and when they need to know it.
7. **Excellence**
Expect the best from yourself and from your team-mates.
8. **Pride**
Take great pride in everything you do.

PURPOSE

The incumbent will be responsible to operate a 7-person vehicle to ensure the safe and timely transportation of CBU students to and from specified employment destinations within Victoria, Inverness and Richmond Counties on Cape Breton Island. Maintaining excellent customer (student employer) service and satisfaction with timely pick-ups and drop-offs is an important aspect of this program.

This position has a high-degree of public exposure and potential community interaction. Due to these demands, the incumbent is required to maintain a level of professionalism, decorum and understanding of customers and community expectations at all times.

The incumbent will ensure all associated day-to-day responsibilities are managed in a professional manner as to maximize the effective and efficient delivery of valued student resources.

RESPONSIBILITIES

- Observe all traffic rules and regulations. Any/all traffic infractions (fines/tickets) are the sole responsibility of the incumbent.
- Map out driving routes ahead of time to determine the most expedient trip to ensure efficient delivery and pickup as requested.
- Maintain awareness of heavy traffic patterns, preferred routes and alternate routes.
- Monitor traffic and weather reports to stay up-to-date on road conditions and adjust the route to avoid heavy traffic or road constructions, as needed.
- Follow daily schedule and/or special instructions provided by the Program Manager, which may include additional non-student passengers and/or courier service to designated enroute locations.
- Ensure the vehicle is in a presentable manner and operational readiness by ensuring end-of-shift interior/exterior cleaning complete with re-fueling. When necessary, utilize car wash to maintain exterior cleanliness.
- Ensure the safety of all passengers while travelling to and from destinations. When necessary, ensure the Program Manager is fully informed of any/all safety related situations, incidents, accidents and health and safety initiatives.
- When necessary, submit an incident/accident report, in writing, within 24 hours of the incident/accident.
- Consistently maintain a high-percentage on-time delivery; that includes anticipating last minute changes and potential traffic situations resulting in delays and challenging delivery situations.
- Manage emergency or break-down situations through effective and efficient on-site problem solving - communications with Police, Program Manager, seeking assistance from local resources, and/or recruiting the assistance of passengers.
- and ensure passenger safety is a top priority.

- Conduct vehicle inspections and check all on-board indicators to ensure the vehicle is ready for operation. Any/all warning indicators that affect the operation of the vehicle must be reported immediately to the Program Manager.
- Have exemplary awareness of roads and highways throughout the designated “Counties” as well as locations for hospitals, clinics, police, repair garages, gas stations and rest areas. (As back-up, on board maps are available).
- Completes and submits accurate daily transportation log and vehicle fuel consumption information to the Program Manager.
- Monitor and report to the Program Manager any concerning conditions, trends, and circumstances that may affect the success of on-time deliveries and/or the safety of passengers.
- Ensure passengers conduct themselves appropriately while enroute to destinations. Inappropriate and disruptive behavior which may potentially affect the safe passage of all passengers must be managed (in real-time) by the incumbent and reported to the Program Manager immediately.
- When necessary, must be flexible and able to fill-in for another driver and/or provide overlap service. (Overlap service occurs when one area experiences increased demand and assistance is required). Understanding of other routes in other counties is important for replacement, overlap service and temporary fill-in.

REQUIRED QUALIFICATIONS, KNOWLEDGE & SKILLS

- Class 5 - Nova Scotia Driver’s License
- Clean driving record (no traffic violations)
- Experienced driver (minimum of 3 years driving experience required)
- Knowledge of Cape Breton rural area roads/highways/neighborhoods
- Ability to remain calm in stressful driving situations (e.g. rush hour)
- Minimum of one (1) year of customer service experience
- Experience meeting deadlines
- Ability to analyze the requirements of the trip and devise a travel schedule will ensure timely arrival and departure with minimum delays is critical.
- Ability to calmly manage stressful situations
- Knowledge of rural areas without cellular/broadband service is critical. To ensure consistent operational effectiveness and communication, incumbents should minimize the time in black-out areas.
- Willing and able to work flexible hours, rotating work schedules, evenings and/or weekends. Work schedules may vary based on market demands, however a regular work shift will fall between the hours of 7:00am and 9:00pm. Example: shift #1 (7:00am-3:00pm) and shift #2 (1:00pm-9:00pm).
- Excellent written and verbal communication skills.
- This position works in a fast-paced environment with frequent deadlines.
- Periodically, the incumbent must be highly adaptable and understanding of sudden and demanding assignments which may impact daily routines and cause redirection of focus.

EXTERNAL INTERACTIONS

The incumbent may encounter and interact with businesses, area citizens, tourists, and community leaders. Professionalism and a courteous manner are paramount. Although time is of the essence, taking a moment to converse and espouse the Community Engagement Program is acceptable and encouraged.

Driver

Date

Manger, CEP

Date

Human Resources Department

Date