



Van Driver #00367

City of Virginia Beach – Job Description

Date of Last Revision: February 19, 2026

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 14

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Operate a multi-passenger City vehicle while transporting participants to and from activities and programs directly operated by a City department. Provide supervision, assistance, and support based on the level of need to individuals with physical or cognitive disabilities.

Representative Work Functions and Responsibilities

- Provide prompt and courteous transportation services to clients and programs (i.e., Consumers, Family Members, Contractual Agency and Departmental program staff).
- Supervise the boarding and disembarking of all passengers, while providing assistance based on passengers' level of need.

- Oversee the proper utilization of safety lock down systems ensuring that wheelchairs are properly secured and seatbelts are fastened.
- Effectively and appropriately handle all situations arising from problem client behavior, traffic, or medical incidents.
- Monitor condition of medically fragile clients and restrictive devices.
- Perform pre- and post-run inspections and ensure that the vehicle is locked and secure after each use.
- Document accidents, equipment damage, client behavioral disruptions, seizures, injuries, etc. in accordance with City and departmental reporting requirements.
- Adhere to the guidelines of the Client Rights Policy and all other Federal and State regulations governing client service delivery.
- Complete mileage logs and reporting requirements in accordance with Medicaid regulations. Observe all City and state traffic laws and all City Policies and Procedures for operating a City vehicle.
- Perform other job duties requiring skills, knowledge, and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Safely operate agency vehicles to prevent accidents; maintain a satisfactory driving record in accordance with the standards of the Department of Human Services and Occupational Safety; transport and supervise clients in a safe and timely manner to prevent injuries and adhere to program schedules.
- Maintain complete and accurate records and reports and ensure timely completion and submission of required documentation.
- Ensure all first aid and emergency supplies/equipment are in place and in good working order.
- Ensure the interior and exterior of the vehicle is maintained.
- Provide the level of passenger assistance or intervention required to ensure safety.

Minimum Qualifications

- Requires a High School Diploma or GED and one (1) year of experience working with or transporting the behavioral health, developmentally-disabled or substance use population, or working in a helping profession.
- Experience operating a 15-passenger van or comparable vehicle.
- A good driving record.

- OR any combination of education (above high school level) and/or experience equivalent to one (1) year of experience utilizing the required knowledge, skills and abilities.
- Must have a current and valid Driver's License.

Special Requirements

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- Must be able to work rotating shifts (early mornings/evenings) including weekends and holidays and be available to work overtime when required to meet operational needs.
- This position may require that incumbents wear and maintain appropriate personal protective equipment such as, but not limited to, steel toed shoes, safety glasses, gloves, or other designated safety attire and equipment in designated areas of risk.
- Specific requirements will be determined and communicated by the employee's supervisor based on position assigned.
- A Commercial Driver's License (CDL) is required for positions operating a 16-passenger or higher capacity vehicle.
- This is a safety sensitive position and is subject to mandatory drug testing.
- Positive drug test results may result in counseling and/or discipline, up to and including, termination.
- Alpha I Status: Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.
- Successful completion of pre-employment physical.
- May require TB Test.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified

applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.