

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Driver

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### Definition

Operates automobiles, vans, and light trucks to transport supplies, equipment, and people; services and maintains assigned equipment; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Loads supplies, equipment, and materials by hand or by using a handcart, dolly, lift, and hoist; pads, stacks, and secures items in position to prevent damage during shipment; delivers and stocks merchandise on premises and collects payment or issues receipt for delivered goods.

Transports patients, employees, clients, and pupils between pick-up and drop-off points; maintains order during trips.

Drives ambulance to transport sick, injured, or convalescent persons; places patient on stretcher and loads stretcher into ambulance; administers first aid and restrains violent patients. Picks up and delivers mail, packages, auto parts, and miscellaneous items and supplies.

Inspects and maintains vehicle supplies and equipment, such as gas, oil, water, tires, lights, or brakes, to ensure that vehicles are in proper working condition.

Prepares mileage and trip tickets; maintains records, such as vehicle logs, records of cargo, or billing statements.

### Competencies Required

Knowledge:

- Transportation – Principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Public Safety and Security – Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- English Language – Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.

- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Control Precision – Quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- Depth Perception – Judge which of several objects is closer or farther away from you, or to judge the distance between you and an object.
- Near Vision – See details at close range (within a few feet of the observer).
- Far Vision – See details at a distance.
- Multilimb Coordination – Coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- Speech Recognition – Identify and understand the speech of another person.
- Speech Clarity – Speak clearly so others can understand you.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Skills:**

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking – Talking to others to convey information effectively.
- Service Orientation – Actively looking for ways to help people.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Time Management – Managing one's own time and the time of others.

**Minimum Qualification Requirements**

No specific education or experience is required.

**Notes**

Possession of a valid driver's license is required. Within a period of time after hire, as determined by the appointing authority, employees in this class may be required to obtain a Commercial Driver's License (CDL) and endorsements.

Some positions in this class may require an applicant to have the ability to pass a background investigation.

*Effective date: 01/19 KJ*