

- An unstructured or narrative form is designed to encourage the applicant to be completely free with question responses. The proponents of unstructured forms feel that more information is provided for use in selection than the other formats are available to provide.

Information provided by the applicant form should be compared with the job description standards. This preliminary screening process evaluates the applicant's status as related to the minimum job qualifications. Take care to adhere to the EEOC and ADA requirements and guidelines. Comparisons should be made to all the established qualifications; experience levels, physical requirements, educational requirements and, when required, an individual background and safety record check. All applications submitted should be considered or reviewed on an equal basis by an individual or committee familiar with the job requirements.

INTERVIEWING:

The employment interview can provide information to the prospective applicant's abilities and background. If the applicant has satisfied all the other qualifications and has met the minimum standards set forth by the organization's selection procedures, an objective evaluation through the interview process is necessary to properly make the decision to hire or reject the applicant. Interviewing, in the broadest sense, is the process by which the applicant and interviewer, or interview team, exchange information through a series of specific questions. It should be understood that the interview process is a part of the over-all selection process, not a replacement for the many steps of the process. To be most effective, the interview process should follow these guidelines:

Preparation – there are three aspects to the preparation process to be considered:

1. Physical preparation – includes the location of the interviews and the personal appearance of the interviewer(s). Depending on the individual circumstances, the interview location should be comfortable, quiet and private. Whenever possible, the interview should not be interrupted. Some feel that interviews away from the office or job site are more effective. If the proper type of atmosphere for an interview cannot be established on-site, then an off-site location should be considered. Proper appearance is important and the interviewer(s) should take care to ensure that they reflect the organization's image to the applicant.
2. Social preparation – A necessary part of the interview is the need to establish a climate in which the applicant feels comfortable to respond to questions. At the beginning of the interview an attempt should be made to put the applicant at ease. The stress an applicant feels may be reduced or alleviated by an understanding, sympathetic and receptive approach by the interviewer(s). Some friendly "small talk" can often break the ice and get the interview going smoothly and will benefit both parties.

3. Technical preparation – It is necessary for the interviewer(s) to know what questions to ask and how to consistently ask them to get a full information exchange. This begins with knowing the applicant’s qualifications before beginning the interview. All available information should be screened carefully for general qualifications, background checks, references and the application form. The success of the interview depends greatly on the ability of the interviewer(s), the questions being asked and the depth of the answers by the interviewee. It is recommended to use a written outline to help keep the interview on track and insure that all interviews are conducted the same way.

Careful consideration should be given to the development of each specific question to be used during an interview. Title VII of the Civil Rights Act, administered and enforced by the EEOC, prohibits discrimination of employment on the basis of age, disability, pregnancy, race, color, religion, sex or national origin. Interview questions should be designed with formal, objective guidelines for evaluating an applicant’s qualifications, motivation, ambition, interest in the trade, willingness to accept directions and the individual’s attitude toward job-related instruction. The “Three Rules of Thumb” when designing and asking interview questions are:

1. Ask only for information that you intend to use to make hiring decisions. If you don’t need the answer, do not ask the question.
2. Know how you will use the information to make that decision.
3. Recognize that it is difficult to defend the practice of seeking information that you do not need or use.

For ADA compliance, applicants should be specifically asked if they require any reasonable accommodations to perform the job they are applying for and their answers should be noted and documented.

DRIVER SELECTION CRITERIA AND QUALIFICATIONS:

Driver selection is critical to safe transit operation. The driver of a transit vehicle is directly responsible for the safety of the passengers and other motorists that share the road with transit buses. The transit provider should have a clear definition of driver qualifications and background. This applies to all safety-sensitive employees, both paid and volunteer. As defined by the Federal Transit Administration (FTA), “safety sensitive” functions include the following:

- Operating a revenue service vehicle including when not in revenue service,
- Operating a non-revenue service vehicle that requires operators to hold a commercial drivers license (CDL),
- Controlling dispatch or movement of a revenue service vehicle,
- Maintaining revenue service vehicles or equipment used in revenue service including repairs, component overhaul and rebuilding, and
- Providing security and carrying a firearm on transit vehicles, at transfer points, and at transit facilities open to the public.