



City of Framingham, MA

August 11, 2026

Position Vacancy

RFP #27-014-01

Position: Callahan Center Van Driver
Department: Elder Services
Grade: \$22.00 per hour
Schedule: 16.5 hours per week
Wednesday: 12:00 noon – 4:00 p.m.
Thursday: 8:30 a.m. – 4:00 p.m.
Friday: 8:30 a.m. – 2:00 p.m.



The nationally accredited Callahan Center is a multi-purpose center for people 55 and older. This 25,000-square-foot, fully accessible facility offers a wide range of exercise and recreational programs for little or no cost to participants. The Council on Aging strives to improve the healthy aging of a broader segment of the 55 and older population of Framingham. Social Services staff are available to provide a broad range of support services, assistance with applying for benefits, and referrals for services. Bilingual staff provides support in Spanish and Portuguese and the Center supports LGBTQ+ older adults and their allies.

For more information, please see the [Callahan Center/Senior Services website](#) and the [Callahan Courier Newsletter](#).

The City of Framingham is currently a 100% onsite work environment.

- The Callahan Center is located at 535 Union Avenue, Framingham, and is accessible by the [MWRTA \(routes 2 and 3\)](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.
- The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham.
- The City of Framingham is an Affirmative Action Equal Opportunity Employer.

Position Purpose:

The Van Driver provides safe, reliable, and courteous transportation services to older adults and individuals with disabilities throughout Framingham and neighboring communities. The Van Driver provides door-to-door transportation and assists passengers with mobility needs, including boarding and exiting the vehicle and the safe use of the wheelchair lift and securement equipment.

The Van Driver is responsible for providing a high level of customer service, maintaining passenger safety at all times, accurately documenting transportation activities, and working collaboratively with Callahan Center staff to coordinate daily transportation services.

Essential Functions/Primary Duties:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Safely operate the Callahan Center van to provide door-to-door transportation for passengers.
2. Assist passengers, including individuals using wheelchairs or other mobility devices, with safely entering and exiting the van.
3. Operate the wheelchair lift and wheelchair securement equipment in accordance with required safety procedures.
4. Ensure that all passengers are properly seated and secured before the vehicle is placed in motion.

5. Provide courteous, respectful, and professional customer service to all passengers.
6. Maintain accurate daily records, including mileage, passenger trips, hours worked, and other required transportation data.
7. Respond to passenger pick-up and drop-off requests and follow assigned transportation schedules.
8. Collaborate with the Assistant Director and Customer Service Representative to coordinate and schedule the sequence of daily and next-day rides.
9. Respond appropriately to passenger medical emergencies or illness and contact emergency medical services when necessary.
10. Comply with all applicable City, state, and federal laws, regulations, and policies governing the safe operation of motor vehicles and passenger transportation.
11. Attend and successfully complete all required training, including passenger assistance and customer service, defensive driving, CPR, First Aid, wheelchair lift operation, and wheelchair securement.
12. Conduct a daily safety and operational inspection of the interior and exterior of the van before use.
13. Report vehicle maintenance, safety, or operational concerns promptly to the Assistant Director.
14. Maintain the cleanliness and general condition of the interior of the van.
15. Demonstrate flexibility when transportation schedules extend beyond the scheduled shift due to passenger needs or unforeseen delays.

Position Requirements

- High school diploma or GED equivalent.
- Valid Massachusetts driver's license with a satisfactory driving record.
- Previous experience providing customer service or working with the public.
- Ability to interact with older adults and individuals with disabilities in a courteous, respectful, and professional manner.
- Successful completion of a CORI background check.
- Must maintain a satisfactory driving record and comply with all applicable City driving requirements.
- **Able to:**
 - safely operate a passenger van and provide transportation services in a variety of traffic and weather conditions.
 - assist passengers with mobility needs, including safely entering and exiting the vehicle.
 - operate a wheelchair lift and wheelchair securement equipment safely and correctly.
 - lift, carry, and move items weighing up to 45 pounds.
 - work independently and exercise sound judgment without close supervision.
 - communicate effectively and provide excellent customer service.
 - remain calm, professional, and responsive when addressing passenger concerns or unexpected situations.
 - maintain accurate records and complete required documentation.
 - work flexible hours when transportation needs or unexpected delays require an adjustment to the scheduled shift.
 - work effectively under varying weather and environmental conditions.
 - conduct oneself in a manner consistent with the customer service standards and policies of the City of Framingham.

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

Supervision Received:

- Works under the direction of the Assistant Director of Elder Services

Supervision Responsibilities:

- None

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