**Job Description**

**Job Title:** Shuttle Driver

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**SUMMARY**

Enhances the customers' positive service experience by driving them to or picking them up from their homes or offices while service is being performed on their vehicles.

**ESSENTIAL DUTIES**

Essential Duties include the following. Other duties may be assigned.

Drives customers to their homes or places of business and picks them up after their vehicle is repaired.

Uses good judgment and safe driving skills.

Keeps a timely shuttle route.

Assists passengers getting in and out of vehicles.

Operates radio or similar device to communicate with dealership or other vehicles to report disruption of service.

Keeps a record of trips including names of passengers and destination or pick-up point.

Notifies dispatcher or service manager of any servicing the shuttle vehicle may require, such as oil changes, tires, cleaning, and general maintenance.

Maintains a professional appearance.

Performs other duties as assigned.

**MARGINAL DUTIES**

Marginal Duties include the following. Other duties may be assigned.

**SUPERVISORY RESPONSIBILITIES**

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

• No prior experience or training.

• Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.

• High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

• Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

• Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

• Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

• Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

• Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

• Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.