**JOB DESCRIPTION**

**SERVICE SHUTTLE DRIVER**

**JOB TITLE:** Service Shuttle Driver

**OBJECTIVE**

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.

**PRIMARY RESPONSIBILITIES**

* Drives customers to their homes or places of business and picks them up after their vehicle is repaired.
* Uses sound judgment and safe driving skills.
* Keeps a timely shuttle route.
* Assists passengers in getting in and out of vehicles.
* Operates radio or similar devices to communicate with the dealership or other vehicles to report service disruption.
* Keeps a record of trips, including names of passengers and destination or pick-up point.
* Notifies the 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.
* Other tasks as assigned.

**ADDITIONAL RESPONSIBILITIES**

[If applicable.]

**Supervisory Responsibilities**

[If applicable.]

**QUALIFICATIONS**

An individual must perform each essential duty satisfactorily to perform this job successfully. The requirements below represent the required knowledge, skill, and ability. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and 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); one to three months related experience or training; or equivalent combination of education and experience.

**VERBAL 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 the dealership.

**MATH SKILLS**

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

* 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.

**CERTIFICATION and LICENSE**

* Valid Driver's License

**PHYSICAL REQUIREMENTS**

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**WORK ENVIRONMENT**

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

**Job Title:** Service Shuttle Driver

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_