

Shuttle Driver Job Description

JOB TITLE: Seasonal Shuttle Driver

EMPLOYER: Moving Mountains, Inc.

EFFECTIVE DATE: 10/6/2020

SALARY, BENEFITS & BONUSES:

Moving Mountains has a strong company culture and is focused on being a best place to work. This is a full-time, seasonal position.

Pay Rate: \$15/hour plus tips, mandatory paid training

SUMMARY:

Moving Mountains is a well-established locally owned and operated company that has carved out a niche for high-touch memorable vacation experiences in exceptional mountain homes since 1997. Our brand is built around pillars of trust and integrity and exceptional guest experiences. The company is a market leader in luxury vacation rental management managing over 120 properties in the Colorado mountain destinations of Steamboat Springs, Beaver Creek and Vail.

In 2019 Moving Mountains received an honorable mention being in the top 50 - 100 places to work in the USA as determined by the Outside Magazine Best Places to Work Employees Survey.

The company is on a strong growth track to increase its existing portfolio of high-end vacation rental homes in Steamboat Springs in the next 2 – 3 years. We deliver exceptional guest experience through meticulous attention to details, preventative maintenance and a drive toward swift and complete resolution of problems. This in turn has resulted in industry leading net promoter scores and high levels of guest satisfaction. We are operating at a fast pace, adopting and refining new systems and ideas to optimize our performance and this position will require an individual who is aligned with our goals and objectives and is ready to move-a-mountain in the Operations Team.

DUTIES AND RESPONSIBILITIES:

- Conveying people on a bus, van, or other light vehicle between locations.
- Conveys passengers to and from predetermined locations
- Assists passengers in loading and unloading their luggage into the vehicle
- Maintains decent conversation with customers and assist them with directions
- Answers passengers' questions in a polite and gentle manner
- Carries out regular check on the shuttle vehicle before and after each day's run
- Carries out repair of minor faults and report major problems, accidents, or damage to the vehicle to the dispatcher or technician
- Drives Shuttles and or Suburban's to pick up guests sometimes requiring trailer
- Maintains the cleanliness of Shuttles and Suburban's
- Notifies management of any damage, maintenance and repair needs for company vehicles
- Dispatches other shuttle drivers to appropriate pickups and routes
- Understand the daily procedures for shuttle drivers.
- Clean & refuel vehicles at the end of each shift
- Obeys all traffic rules and regulations guiding the operation of shuttle services in his/her assigned area. This may include plying the predetermined routes, not going beyond stipulated boundaries, and collecting the agreed fare
- Performs other related duties as assigned by management.

DESIRED SKILLS AND EXPERIENCES

- **Qualifications:** High school diploma or general education degree (GED). Must be 21 or over and have a valid driver's license or CDL with a clean driving record and must maintain a clean driving record. Must be able to safely operate vehicles based on company standards
- **Work Experience:** Shuttle driving experience required, comfortable towing a trailer a plus
- **General Knowledge:** Hospitality, attention to detail, customer service, multi tasking.
- **Company Culture:** Able to adhere to and live by our company code and core values.
- **Appearance:** No facial tatoos or piercings. Come to work looking presentable and in complete uniform compliance as per our handbook guidelines.
- **Flexibility:** Demonstrates a willingness to assist in any role within the organization in times of need. Flexible working hours and ability to regularly work on weekends.
- **Certificates, licenses and registrations required:** Must have a valid driver's license or CDL with a clean driving record and must maintain a clean driving record. Confidence in driving large vehicle including shuttles and towing trailers.
- **Communication:** Must possess excellent customer service skills, communication and interpersonal skills. Good with logistics and coordination of assignments
- **Diversity:** Ability to work with a diverse team and clientele.
- **Attitude:** Personable and able to deal with variety of personality types. Positive attitude to solving problems. Ability to come to work regularly and on time, to follow directions, to take criticism, to get along with co-workers and supervisors, to treat co-workers, supervisors and members/guests with respect and courtesy.
- **Work Ethic:** Dependable, on time and able to work autonomously but also as a team player.
- **Teamwork:** Ability to interact positively with supervisor, management, coworkers, owners and guests.

COMPETENCIES:

- **Attendance/Punctuality/Dependability** - Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; is consistently at work on time, ensures work responsibilities are covered when absent. Job requires early hours and could require weekends. Follows instructions, responds to management direction; Takes responsibility for own actions.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

PHYSICAL DEMANDS AND WORK ENVIORNMENT:

- Frequently required to stand and walk, talk and hear; climb, balance, bend, stoop, kneel or crawl; Continually required to utilize hand and finger dexterity
- Continual exposure to wet and/or humid conditions, extreme heat or cold (non-weather); Continual exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually moderate to loud
- The employee must regularly lift and/or move up to 20 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds
- Specific vision abilities required by this job include: Close vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus

- Additional remarks regarding work environment: Able to get in and out of a vehicle, Must be able to walk on icy & slippery surfaces, May be required to drive

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.