



Job Description

VAN DRIVER

Department: ROOMS DIVISION **FLSA Status:** HOURLY NON EXEMPT
Reports To: GUEST SERVICE MANAGER **Effective Date:** January 1, 2018

Job Title: VAN DRIVER

SUMMARY

This position is to provide clean and safe transportation to and from the hotel and the airport and/or neighborhood vicinity on a regular basis. To offer information regarding the hotel and to provide assistance to the guest as needed. To maintain the hotel and Northwest x Southern Hospitality's high standard of guest service and hospitality.

ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Transport guests to and from the airport and neighborhood vicinity, requesting specific information on each passenger's destination
- Upon arrival to the hotel, refer passengers to the front desk for registration as luggage is unloaded.
- Bring guest luggage into the hotel lobby and offer guest assistance to their room.
- Maintain vehicle mileage log at the beginning and end of each trip, indicating mileage, time, name and date
- Ensure that vehicle has at least half tank of gasoline always.
- Daily maintenance, including checking and filling fluids to vehicle specifications. Ensure that the van is in good running condition. Report any vehicle problems to management immediately.
- Exterior cleaning inclusive of all windows, walls and door jams a minimum of once per week, or as needed.
- Interior cleaning: empty all ashtrays, pick up loose debris from floor. Daily vacuuming of interior rugs, clean windows keeping them free of fingerprints, wipe seats, seat ledges and other surface areas as needed. Clean any other interior area that would be unsightly to guests.
- Only the driver should load/unload luggage from the vehicle.
- Knows all safety and vehicle regulations and emergency procedures and how to act upon them.
- Reports all accidents and traffic violations immediately to management/police.
- All other duties as assigned by management.

HOURS AND ATTENDANCE

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular attendance in conformance with the standards, which may be established by the Hotel

from time to time, is essential to the successful performance of this position. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

MARGINAL OR SUPPORTIVE FUNCTIONS

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Explains hotel amenities to guests.
- Gives accurate hotel information to guests.
- Seeks out work assignments when able.
- Other duties as assigned by the supervisor such as assisting a door person or Package Room Attendant when necessary.
- Advises guests on security issues when requested.

PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Ability to understand and follow written and or verbal instructions.
- Ability to effectively communicate verbally in English.
- Ability to read English language sufficient to ascertain information from luggage tags and claim checks.
- Ability to grasp, lift and/or carry or otherwise move packages, boxes and luggage up to 1-50lbs.
- Sufficient manual dexterity in one hand to be able to load and unload luggage.
- Ability to perform tasks requiring, bending, stooping, kneeling, and walking significant distances on property.
- May be constantly in and out of doors. Vast changes in temperature dependent upon weather conditions. Frequent lifting with considerable bending and stooping.
- Considerable hand and finger dexterity to lift and grasp objects such as room keys and luggage handles. May require continued repetitive bending and stooping.
- Requires high levels of contact with all types of people. Interacting with people to a high degree as relates to the attending of needs or requests of people or to the expresses or implicit wishes of people. Immediate response is required.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.
- Normal routine involves no exposure to blood, body fluid or tissue, but exposure or potential for exposure may occur.
- Van driver must possess a valid driver's license and an excellent driving record must be maintained at all time. Van drivers are subject to motor vehicle record checks at any time.

VAN DRIVER RESPONSIBILITIES

1. I **must not** transport guests and/or associates or operate company or guests' vehicles unless I have been issued and hold a valid driver's license, or if required by law, a chauffeur's license.
2. I **must** carry my driver's license with me at all times while transporting associates and/or guests or operating guests' or company vehicles.
3. I **must not** lend my driver's license to anyone.
4. I **must** notify my Unit Manager immediately if my driver's license is revoked or suspended, or

be subject to disciplinary action.

When my driver's license is revoked or suspended,
I *must not* operate any motor vehicle. This is the law.

5. I **must** notify my manager if I (a) receive one Type A violation, or (b) receive a second Type B violation within three years, while I am being employed in a position that requires me to transport guests and/or associates or operate company or guests' vehicles.
6. I **must** always:
 - a. Observe all traffic and seat belt laws including those related to the use of cell phones and other communication devices.
 - b. Obey all traffic signs and signals.
 - c. Give proper signals when making turns.
7. I **must not** permit unauthorized persons to ride in or drive company or guests' vehicles.
8. I **must not** permit anyone to ride on the vehicle's running boards, fenders, hood, or top while I am driving the vehicle.
9. I **must not** follow the vehicle in front of me too closely. I will be sure to allow one vehicle length per each 10 miles per hour speed.
10. I **must not** allow the vehicle's capacity to exceed the legal vehicle limits (as I, the driver, am responsible for the loading and unloading of passengers).
11. I **must** always park vehicles off the right-of-way. When I park a vehicle, I will set the brakes, and put the transmission in parking gear.
12. I **must** follow these requirements if I am involved in a traffic accident:
 - a. Stop at the scene.
 - b. Render assistance.
 - c. Report the accident to police authorities when injuries are involved.
 - d. Report the accident to the hotel for which I work.

KNOWLEDGE AND CRITICAL SKILLS

The individual holding this position must possess the following knowledge, skills and abilities:

- 1+ year's guest/customer service experience, and/or 1+ years Driving experience preferred.
- Proof of authorization/eligibility to work in the United States.
- High School Diploma or equivalent.
- 2 or 4-year college degree a plus.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members.
- Must have coordinating skills as pertains to determining time, place and sequence of operations or action.
- Ability to analyze information and make effective judgments.
- Must have a valid driver's license and an excellent driving record must be maintained at all time. Shuttle bus drivers are subject to motor vehicle record checks at any time.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:

TEAM MEMBER SIGNATURE

DATE