

Shuttle Driver Job Description

Duties and Responsibilities:

- Convey passengers to and from predetermined locations
- Assist passengers in loading and unloading their luggage into the vehicle
- Negotiate and collect fares from the passengers if there is no predetermined fare for the route
- Maintain decent conversation with customers and assist them with directions
- Answer passengers' questions in a polite and gentle manner
- Maintain constant communication with the dispatcher or manager
- Carry out regular check on the shuttle vehicle before and after each day's run
- Carry out repair of minor faults and report major problems, accidents, or damage to the vehicle to the dispatcher or technician
- Pay tolls and other levies required of drivers operating in that area
- Obey 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
- Dress in a neat and professional manner. This may be in accordance with the shuttle service company's dress code or in accordance with the stipulated dress code for drivers operating in that area.

Shuttle Driver Requirements – Skills, Knowledge, and Abilities

- Excellent customer service and communication skill: A shuttle driver needs more than good communication skill. He/she must be able to sustain meaningful conversation with onboard passengers. He/she must be calm and willing to help passengers
- He/she must be able to work in highly demanding environment. Also, he/she must be able to multitask and prioritize effectively while maintaining composure

- A valid commercial driver's license and clean driving history is necessary to be a shuttle bus driver
- Hands-on experience driving shuttles or any kind of car – sedan, limo or bus is very much required by employers
- A good knowledge of traffic rules and regulations guiding the operation of shuttle drivers in that area is also necessary
- He/she must be willing to work flexible shifts. In addition, he/she must be comfortable staying away from his/her family and relations during weekends, festive periods, and early hours of the evening because these are the busiest times for shuttle drivers
- Basic math skill is also required for proper documentation of work details.