

POSITION DESCRIPTION



Date: 25/02/2009

Job Title: Bus Driver

Job Level: 6

Department/Division: Hotel/Front Office

Reports To:

Summary Of Position

Transporting groups of guests in a 64 seat luxury bus from The Change Factory Resort to and from Tullamarine airport or locations within Victoria, The Change Factory Resort Bus Driver assumes an important role in developing lasting memories of superior service in each guests mind.

As part of the front office team, the bus driver is expected to assist other front office staff in the day-to-day running of the Hotel front desk.

The position of bus driver has day-to-day responsibility for maintenance scheduling and passenger safety.

Essential Job Requirements

1. Determine travel schedule to meet event order requirements within one day of receiving the event order
2. Determine the maintenance schedule ensuring that the bus is available 99.5% of the time it is required for a planned event.
3. Drive the bus as required by the event order schedule and routine routes:
 - a. leaving no later than
 - i. two minutes after scheduled departure 85% of the time and no later than
 - ii. five minutes after scheduled departure 95% of the time
 - b. arriving no later than
 - i. five minutes after scheduled arrival 75% of the time and no later than
 - ii. ten minutes after scheduled arrival 88% of the time
4. Drive safely, having:
 - a. No convictions for speeding
 - b. No "at fault" accidents as determined by The Change Factory Resort's insurance company
 - c. No medical treatment cases or worse to passengers as a result of the driver's actions
5. Provide superior customer service resulting in at least one formal positive comment from passengers per month, on average

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Required Competence/Education

Competence	Level
Product knowledge	Accomplished
Up-sell and cross –sell	Exemplary
Health, Safety, Security and Environment	Exemplary
Superior Service	Exemplary
Equipment maintenance	Accomplished
Interacting with customers	Exemplary
Education	
Bus Drivers Licence	

Physical Requirements

Must be able to:

1. drive a bus
2. lift more than 15kg luggage

Equipment Used

64 seat bus

Working Conditions

Work primarily indoors on sitting on a bus (driving) with daily exposure to outdoor conditions for periods of up to thirty minutes.

Employee Signature:

Date:

Front Office Manager Signature

Date:

General Manager Signature

Date: