

General Position Information:
 This specific job description covers the basics functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.

DOL Overtime Status: <u>Non-Exempt</u>	Pay Type: <u>Hourly</u>	Location: <u>Charter One</u>
Employment: <u>FT or PT</u>	Base Pay \$ _____ to \$ _____ hourly	Department: <u>Front Desk</u>
Workers Comp Code: <u>9052</u>	Level: <u>Staff</u>	Reports to: <u>Front Desk Manager</u>
EEOC Class: <u>9 -ServiceWrk</u>	Benefit Class: (1)	Supervises: <u>n/a</u>

Position Summary:
 Drives van to transport passengers over specified routes to local or distant points according to time schedule by performing the following duties.

Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)

- **Education/Training (or equivalent):** H.S. Degree / GED College Degree Certification/License*
 - Minimum 9th grade education; additional education preferred.
- **Experience: (Type of work experience, min. number of years):**
 - Minimum two years related experience preferred.
- **Technical or Administrative Knowledge:**
 - Ability to solve practical problems and deal with a variety of variables in situations.
 - Must be able to add, subtract, multiply and divide.
- **Special Skills and/or Abilities:**
 - Must be able to plan ahead, problem solve and receive instruction.
 - Current Drivers License and good driving record.
 - Ability to meet US employment and Charter One eligibility requirements.
 - Excellent interpersonal/communication and customer service skills - approachable, cheerful, helpful, etc.
 - Maintains professional appearance and demeanor at all times.

Physical Requirements and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- **Physical Requirements:** **Light:** Lifting 0-10 pds. **Moderate:** Lifting 0-25 pds. **Heavy:** Lifting 25+ pds.
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|--|--|---|--|
| G -Bending/stooping
G -Reaching above/below the waist
G -Pushing/pulling movements
M -Climbing stairs / ladders | M -Standing
L -Kneeling
G -Sitting
M -Walking | G -Lifting
L -Taste/Smell
0 -Typing | L -Color / Depth perception
G -Fine hand & finger movements
G -Operate motor vehicle
M -Operate various equipment |
|--|--|---|--|

- **Working Conditions and Schedules:**
 G - Interacting with co-workers, vendors, and customers.
 L - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.
 M - Exposed to various noise levels (L= private office, M= showroom/service area, G= jackhammer/metal works/heavy equipment)
 L - Office machines, phones, fax, computers, postage meter, etc.
 G - Working environment: varies from van to common hotel areas to local town and airports .
 G - Available to works nights, weekends and holidays.

- **Necessary traits for this position:** Seeing Hearing Talking* Reading* Writing*
 Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
 Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc : English Spanish French Other _____

Job Description (continued)

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Escorts incoming hotel guests to reception, assists with hand luggage, and offers information pertaining to available services and facilities of hotel, points of interest, and entertainment attractions.
- Assists passengers with baggage and collects tickets or cash fares.
- Regulates heating, lighting, and ventilating systems for passenger comfort.
- Complies with local traffic regulations.
- Reports delays or accidents.
- Makes repairs and changes tires.
- Inspects bus and checks gas, oil, and water before departure.
- Loads or unloads baggage checked by passengers in baggage compartment.
- Cooperates with other departments as needed.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Attends department meetings and training as requested.
- Complies with all policies as described in the Charter One Employee Handbook.
- Other duties as assigned based on company's needs.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____