



***Position Description***

<b><i>Department</i></b>	Operations
<b><i>Position Title</i></b>	Shuttle Operator
<b><i>Grade</i></b>	3
<b><i>Reports To</i></b>	Supervisor – Landside Operations
<b><i>FLSA</i></b>	Non-Exempt
<b><i>Approved Date</i></b>	September 1, 2003
<b><i>Revised Date</i></b>	October 23, 2009
<b><i>Purpose</i></b>	Assist and transport Airport customers on Airport grounds in a safe and expedient manner.
<b><i>Duties &amp; Activities</i></b>	Transport customers and their personal belongings to and from their vehicles in the Airport's parking lots. Operate the shuttle bus in a safe, defensive and courteous manner at all times.
	Accommodate customer requests if practical, such as assisting customers with minor vehicle difficulties, jump-starting batteries and changing flat tires.
	Provide the customer with information as requested. Listen to customer complaints and resolve if possible.
	Keep Shuttle Bus and common work areas orderly, neat and free of clutter and trash at all times. Wash, sweep and mop the shuttle bus as needed. Ensure the fluid (oil and water) and fuel levels of the shuttle buses are at the appropriate levels at the beginning of each shift. Add fluid and fuel as needed and record in Shuttle Log.
	Maintain Shuttle Checkout Form and Shuttle Log, report any equipment malfunctions or damage to the On-duty Lead.
	Communicate with customers and co-workers in a professional and courteous manner.
	Maintains regular and punctual attendance. Works extended hours, outside of regular shift schedule, as required by operational needs.
	Respond to and assist with Airport emergencies. Perform other duties as assigned.
<b><i>Role Definition</i></b>	Individual Contributor
<b><i># of Direct Reports</i></b>	None

<b><i># of Indirect Reports</i></b>	None
<b><i>Budget Responsibilities</i></b>	None
<b><i>Education &amp; Experience</i></b>	High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
<b><i>Language Skills</i></b>	Ability to read a limited number of two and three syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.
<b><i>Math Skills</i></b>	Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and distance.
<b><i>Reasoning Ability</i></b>	Ability to apply common sense understanding to carry out simple one or two step instructions. Ability to deal with standardized situations with only occasional or no variables.
<b><i>Computer Skills</i></b>	None
<b><i>Technical/Trade Skills</i></b>	None
<b><i>Interpersonal Skills</i></b>	Typically has frequent contacts outside the workgroup.
<b><i>Licenses/Certifications</i></b>	Valid Driver's License and safe driving record history is required.
<b><i>Physical Effort</i></b>	Most all of the time is spent sitting in the same position while driving or standing/walking, or there is some requirement to lift or handle material or equipment of moderate weight (100 pounds).
<b><i>Job Environment</i></b>	Typically in a comfortable environment but with regular exposure to factors such as temperature extremes, inclement weather, moving machinery, loud noise, and fumes that cause noticeable discomfort or a moderate risk of accident or illness.
<b><i>Job Hazards</i></b>	There is regular exposure to conditions which are unpredictable or uncertain and which result in risk of personal injury.
<b><i>Job Pressures</i></b>	Under regular pressure to meet deadlines, quotas and/or must frequently deal with unpleasant issues related to people or situations.