UNIVERSITY OF SOUTHERN CALIFORNIA
Shuttle Driver
Job Code: 143051

Grade: F
OT Eligible: Yes
Comp Approval: 11/1/2011

JOB SUMMARY:
Provides transportation services to students, faculty, administrators, staff, visitors, and guests. Provides customer service to these same constituents. Assists customers in understanding policies and procedures. Resolves issues by offering solutions, explanations, options or by arranging for service. Works under general supervision.

JOB ACCOUNTABILITIES:

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**E/M/NA**  **% TIME**  
— — Transports passengers to and from various destinations on and around the university campus utilizing vehicles with passenger capacities ranging from 23-42 passengers.  
— — Conducts daily pre and post trip vehicle safety inspections. Maintains clean and orderly vehicle.  
— — Maintains daily route schedule through adherence to assigned routes and time schedules.  
— — Maintains knowledge of and compliance with all state and federal commercial drivers rules and regulations as well as all university policies and procedures.  
— — Provides customer service to students, faculty, staff and external customers. Meets customer needs, offers options, resolves problems and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor.  
— — Provides information regarding policies and procedures and programs relating to the transportation area for students, parents, faculty, administrators, staff and outside customers.  
— — Notifies appropriate personnel in the event of an emergency. Maintains complete and accurate records of all safety-related incidents. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

EMERGENCY RESPONSE/RECOVERY:

Essential: ☐ No  ☐ Yes  
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.
JOB QUALIFICATIONS:

Minimum Education:
- High school or equivalent
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 2 years
- Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:
- Bus Driving (Passenger Transport) and customer service experience. Must possess valid California Class B driver's license with passenger endorsement. Demonstrated interpersonal skills.

Preferred Education:
- Associate's degree

Preferred Experience:
- 3 years

Skills: Administrative:
- Communicate with others to gather information
- Customer service
- Interpersonal skills
- Maintain logs
- Maintain records
- Understand and apply policies and procedures

Skills: Machine/Equipment:
- Radios - vehicle mounted and/or hand-held

Skills: Trade/Auxiliary:
- Basic machinery maintenance
- Operate passenger vehicles with capacities ranging from 23-42 passengers

Supervises: Level:
- May oversee student, temporary and/or casual workers.

Comments:
- Driving record must show no moving violations or DUI convictions in last three years. Drug screening required prior to employment and random test thereafter. Airbrake Certification or ability to obtain airbrake certification within 90 days. Los Angeles Department of Transportation (LADOT) permit or ability to obtain permit within 60 days

SIGNATURES:

Employee: ________________________________  Date: ________________________________

Supervisor: ________________________________  Date: ________________________________
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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