

Chauffeur Driver Job Description

A comprehensive job description template
for Australian transport and passenger service businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and transport industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Chauffeur Driver / Private Driver / Executive Driver

1.2 Position Summary

The Chauffeur Driver is responsible for providing safe, professional and discreet passenger transportation services to clients in premium or executive vehicles. This role requires exceptional driving skills, immaculate presentation and a commitment to delivering superior customer service while maintaining the highest standards of safety and professionalism.

The position demands a professional demeanour, excellent local area knowledge, strong customer service skills and the ability to maintain vehicle presentation standards. Chauffeurs must be able to adapt to varied schedules and provide a seamless, high-quality experience for all passengers.

1.3 Reporting Structure

This position reports to:

- Operations Manager / Fleet Manager
- Transport Coordinator
- Company Director (in smaller operations)

1.4 Employment Type

This position is available as:

- Casual (on-call basis for bookings)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Safe Passenger Transport

- Transport passengers safely and efficiently to designated destinations
- Plan optimal routes considering traffic conditions, road works and time constraints
- Observe all road rules, speed limits and traffic regulations
- Maintain safe following distances and defensive driving practices
- Ensure passenger comfort through smooth acceleration, braking and cornering
- Monitor weather and road conditions and adjust driving accordingly
- Maintain awareness of surroundings and anticipate potential hazards

2.2 Vehicle Presentation

- Maintain vehicle in pristine condition, both interior and exterior
- Conduct daily vehicle cleaning and detailing
- Ensure vehicles are presented in showroom condition for each booking
- Stock vehicle with amenities (water, tissues, umbrellas, etc.)
- Check and maintain appropriate vehicle temperature and ambience
- Report any damage or presentation issues immediately

2.3 Client Service

- Greet passengers professionally and assist with luggage and doors
- Provide courteous, discreet and attentive service at all times
- Maintain passenger privacy and confidentiality
- Anticipate client needs and respond proactively
- Handle special requests professionally and efficiently
- Communicate clearly regarding schedules, routes and estimated arrival times
- Manage passenger expectations regarding delays or changes

2.4 Route Planning

- Research and plan routes prior to bookings
- Maintain comprehensive knowledge of local area, suburbs and landmarks
- Monitor traffic conditions using GPS and traffic apps
- Identify alternative routes when necessary
- Ensure timely arrivals for airport transfers and appointments
- Maintain awareness of road closures, events and disruptions

2.5 Schedule Management

- Arrive early for scheduled pickups
- Coordinate multiple bookings efficiently
- Communicate proactively regarding schedule changes or delays
- Maintain accurate records of journey times and distances
- Complete trip documentation and booking records
- Monitor flight arrivals for airport transfers

2.6 Vehicle Maintenance Checks

- Conduct pre-trip vehicle safety inspections
- Check fluid levels, tyre pressure and vehicle condition daily
- Report mechanical issues or maintenance requirements promptly

- Ensure vehicle is fuelled and ready for service
- Maintain vehicle logbooks and service records
- Coordinate scheduled maintenance and repairs

2.7 Compliance and Administration

- Maintain current driver licence and all required certifications
- Complete booking paperwork and electronic records accurately
- Process payments and handle fare collection professionally
- Report incidents, accidents or complaints immediately
- Comply with transport regulations and company policies
- Participate in safety briefings and training sessions

3. Required Skills and Attributes

3.1 Essential Skills

Valid Driver's Licence

Current unrestricted driver licence with appropriate class for the vehicle type. Clean driving record with minimal or no demerit points. Taxi or hire car driver authority where required by state regulations.

Clean Driving Record

Excellent driving history with no major traffic violations. Demonstrated safe driving practices. Ability to maintain focus and alertness during extended driving periods.

Professional Presentation

Immaculate personal grooming and presentation. Professional attire (typically suit or formal wear). Well-spoken with excellent communication skills. Ability to represent the company professionally at all times.

Customer Service

Strong interpersonal skills and ability to interact with diverse clients. Courteous, polite and respectful demeanour. Discretion and ability to maintain confidentiality. Service-oriented mindset with attention to detail.

Time Management

Excellent punctuality and reliability. Ability to manage schedules and coordinate multiple bookings. Strong organisational skills. Capacity to work efficiently under time pressure.

Local Area Knowledge

Comprehensive knowledge of local roads, suburbs and destinations. Familiarity with airports, hotels, corporate locations and key venues. Ability to navigate efficiently without constant GPS reliance.

3.2 Personal Attributes

- Mature, responsible and trustworthy character
- Professional demeanour and executive presence
- Patient and calm under pressure
- Discreet and respectful of passenger privacy

- Flexible and adaptable to changing schedules
- Strong work ethic and commitment to excellence
- Self-motivated and able to work independently
- Physical fitness for extended periods of driving
- Non-smoker (typically required)
- Ability to maintain composure in all situations

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current unrestricted driver licence (minimum 3-5 years held)
- Clean driving record with minimal demerit points
- Taxi or hire car driver authority (as required by state legislation)
- Police check / criminal history check with satisfactory outcome
- Eligibility to work in Australia
- Ability to work flexible hours including early mornings, evenings and weekends

4.2 Desirable Qualifications

- Professional chauffeur training or certification
- First aid certificate
- Defensive driving course completion
- Security awareness training
- Customer service training or qualifications
- Multiple language skills (particularly for airport transfers)
- Experience with luxury or executive vehicles

4.3 Experience

Previous chauffeur, taxi or professional driving experience is highly desirable. Candidates should demonstrate a proven track record of safe driving, customer service excellence and professional conduct. Experience in the hospitality or service industry is valued. New drivers with the right attitude and presentation may be considered with appropriate training.

5. Working Conditions

5.1 Hours of Work

- Variable hours depending on booking schedule
- May include early morning airport transfers (3:00-5:00am starts)
- Evening and night work for events, dining and entertainment

- Weekend and public holiday availability required
- Extended shifts for special events or long-distance transfers
- On-call availability for casual roles

5.2 Physical Requirements

- Extended periods of sitting and driving
- Ability to lift and carry luggage (up to 20kg)
- Getting in and out of vehicle frequently to assist passengers
- Standing while waiting for passengers
- Physical fitness to maintain alertness during long shifts
- Manual dexterity for vehicle operation

5.3 Work Environment

- Primarily working alone in vehicle
- All weather conditions
- Traffic congestion and varied driving conditions
- Airport terminals, hotels and corporate locations
- Interaction with diverse clientele
- May include waiting time between bookings

5.4 Uniform and Presentation

- Professional attire - typically dark suit, white shirt and tie
- Black leather dress shoes, polished and in excellent condition
- Clean, well-groomed appearance at all times
- Minimal jewellery and conservative grooming standards
- Company uniform or name badge where provided
- Uniform must be laundered and pressed for each shift

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Passenger Vehicle Transportation Award 2020 (MA000063). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in the passenger transport industry including chauffeur services, taxi services and hire car operations.

6.2 Classification Level

Chauffeur Drivers are generally classified under the award as:

- Level 1: Entry-level chauffeur with basic driving skills and limited experience

- Level 2: Experienced chauffeur with demonstrated skills and local knowledge
- Level 3: Senior chauffeur with advanced skills, training responsibilities or fleet coordination

The specific classification level will be determined based on qualifications, experience and the duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Night work: Additional penalties may apply for work after 8:00pm
- Early morning work: Additional penalties may apply for starts before 6:00am

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Passenger Vehicle Transportation Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain the highest standards of professionalism at all times
- Respect passenger privacy and maintain strict confidentiality
- Represent the company positively in all interactions
- Communicate courteously and respectfully with all clients
- Follow company policies and procedures without exception
- Report for duty punctually and in full professional attire

7.2 Service Excellence

- Provide seamless, high-quality service for every journey
- Anticipate passenger needs and exceed expectations
- Maintain calm, courteous demeanour in all situations
- Handle complaints or concerns with professionalism and grace
- Ensure passenger comfort throughout the journey
- Provide assistance with luggage, doors and special requests

7.3 Safety Standards

- Prioritise passenger safety above all other considerations
- Observe all road rules and safe driving practices
- Maintain alertness and focus while driving

- Report immediately any incidents, accidents or near-misses
- Never drive while fatigued, unwell or impaired
- Conduct thorough vehicle safety checks before each shift

7.4 Vehicle Standards

- Maintain vehicle in immaculate condition at all times
- Take personal pride in vehicle presentation
- Report any damage, mechanical issues or concerns immediately
- Ensure vehicle is fuelled and ready for service
- Stock vehicle with appropriate amenities for passengers
- Treat company vehicles with respect and care

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV with detailed driving and work history
- Cover letter outlining relevant experience and suitability
- Copy of current driver licence
- Copy of driving record (or authority to obtain)
- Copies of relevant certificates and qualifications
- Contact details for at least two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to assess suitability and presentation
- Driving assessment to evaluate skills and safety practices
- Police check and driving record verification
- Reference checks with previous employers
- Medical assessment if required

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____