

Shuttle 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 passenger 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

Shuttle Driver / Courtesy Bus Driver / Transfer Driver

1.2 Position Summary

The Shuttle Driver is responsible for safely transporting passengers between designated locations following scheduled routes and timetables. This role combines professional driving skills with excellent customer service to provide comfortable, reliable transportation for hotel guests, airport passengers, corporate clients or other shuttle service users.

The position requires a valid driving licence (LR or MR class), clean driving record and commitment to passenger safety and comfort. Shuttle Drivers are ambassadors for their organisation and play a key role in creating positive customer experiences.

1.3 Reporting Structure

This position reports to:

- Transport Manager / Operations Manager
- Fleet Supervisor
- Duty Manager (during shifts)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on service needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Safe Passenger Transport

- Transport passengers safely between designated locations
- Drive in accordance with road rules and traffic regulations at all times
- Maintain safe following distances and appropriate speeds
- Ensure all passengers are seated and secured before moving off
- Operate vehicle smoothly to ensure passenger comfort
- Navigate routes efficiently while prioritising safety

2.2 Route Adherence and Scheduling

- Follow designated routes and pick-up/drop-off points

- Maintain punctuality and adhere to timetables
- Adjust route as needed for traffic, road works or emergencies
- Coordinate with dispatch or operations regarding schedule changes
- Provide estimated arrival times when requested
- Complete scheduled runs efficiently and on time

2.3 Passenger Assistance

- Greet passengers warmly and provide friendly service
- Assist passengers with boarding and alighting safely
- Help with luggage loading and unloading
- Assist elderly, disabled or passengers with mobility issues
- Provide information about routes, destinations and timing
- Ensure all passengers reach their destination safely

2.4 Vehicle Checks and Maintenance

- Conduct pre-trip vehicle inspections including lights, tyres, brakes and fluids
- Complete daily vehicle checklists and logbooks
- Report mechanical faults or damage immediately
- Ensure vehicle is clean and presentable at all times
- Maintain accurate trip records and odometer readings
- Refuel vehicle as required

2.5 Customer Service

- Provide friendly, professional service to all passengers
- Answer passenger questions about destinations and facilities
- Handle complaints or concerns professionally and courteously
- Assist passengers with special requests when possible
- Create a welcoming and comfortable atmosphere
- Represent the organisation positively at all times

2.6 Safety and Emergency Response

- Follow all safety procedures and emergency protocols
- Ensure emergency equipment is present and functional
- Respond calmly and effectively to emergencies or incidents
- Complete accident and incident reports accurately
- Maintain first aid certification and equipment
- Participate in safety training and briefings

3. Required Skills and Attributes

3.1 Essential Skills

Valid Driver's Licence

Current LR (Light Rigid) or MR (Medium Rigid) licence required depending on vehicle type. Clean driving record with no major traffic offences. Proven safe driving history over minimum three years.

Customer Service Excellence

Friendly and professional manner with passengers of all ages and backgrounds. Strong communication skills. Ability to remain calm and courteous in all situations.

Time Management

Punctuality and ability to maintain schedules. Efficient route planning and time management. Ability to adjust to delays while minimising impact on service.

Navigation Skills

Excellent knowledge of local roads and routes. Ability to use GPS and navigation systems. Quick adaptation to route changes and alternative directions.

3.2 Personal Attributes

- Reliable and punctual with excellent attendance record
- Patient and calm under pressure
- Professional appearance and presentation
- Flexibility to work varied shifts including early mornings, evenings and weekends
- Physical fitness to assist with luggage and passenger support
- Courteous and respectful of all passengers
- Safety-conscious and detail-oriented
- Ability to work independently with minimal supervision

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current LR (Light Rigid) or MR (Medium Rigid) driver licence as required
- Clean driving record with no major traffic offences in past 3 years
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Current driver authority or accreditation as required by state regulations
- Ability to pass pre-employment medical assessment and drug/alcohol screening
- Police background check clearance

4.2 Desirable Qualifications

- Previous experience as shuttle, bus or passenger transport driver

- First aid certificate (or willingness to obtain)
- Defensive driving course completion
- Customer service training or experience
- Working knowledge of local area and tourist destinations
- Second language skills beneficial for tourism operations

4.3 Experience

Minimum 1-2 years commercial driving experience preferred. Previous passenger transport experience highly desirable. Experience driving larger vehicles (buses or coaches) advantageous. New drivers with appropriate qualifications and attitude will be considered with training provided.

5. Working Conditions

5.1 Hours of Work

- Varied shifts including early mornings, days, evenings and nights
- Regular work on weekends and public holidays
- Shift lengths typically 6-10 hours with regulated breaks
- Schedule varies based on service timetables and passenger demand
- Split shifts may be required

5.2 Physical Requirements

- Sitting for extended periods while driving
- Frequent entry and exit from vehicle
- Lifting and carrying luggage (up to 15-20kg)
- Assisting passengers with mobility requirements
- Physical ability to respond in emergency situations

5.3 Work Environment

- Driving in various weather and traffic conditions
- Airport, hotel or other pick-up/drop-off locations
- Frequent interaction with diverse passengers
- Responsibility for passenger safety and comfort
- May work alone for extended periods
- Time-sensitive environment with schedule pressures

5.4 Uniform and Presentation

- Professional uniform provided and must be worn during all shifts
- Neat and professional appearance required at all times
- Comfortable, professional footwear suitable for driving

- Personal grooming standards maintained
- Name badge to be worn visibly

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 driving passenger vehicles including shuttles, buses and coaches.

6.2 Classification Level

Shuttle Drivers are generally classified under the award as:

- Grade 1: Drivers of vehicles carrying up to 12 passengers
- Grade 2: Drivers of vehicles carrying 13-24 passengers
- Higher grades: Drivers of larger vehicles or with additional responsibilities

The specific classification depends on the vehicle capacity, licence requirements and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates and allowances for:

- Saturday work (varies by employment type)
- Sunday work (premium rates)
- Public holiday work (premium rates)
- Night shift work (between specified hours)
- Meal allowances for certain shift patterns

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

- Treat all passengers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding passengers and business operations
- Follow all company policies, procedures and safety requirements
- Arrive on time for shifts with vehicle prepared and ready
- Notify supervisor immediately of any delays or issues
- Represent the organisation positively at all times

7.2 Safety Standards

- Comply with all traffic laws and road rules without exception
- Never drive under the influence of alcohol or drugs
- Maintain safe speeds appropriate to conditions
- Ensure passengers are safely seated before moving
- Report all incidents, accidents and near misses immediately
- Participate in safety training and meetings

7.3 Service Excellence

- Provide friendly, welcoming service to all passengers
- Maintain punctuality and reliability
- Keep vehicle clean, tidy and well-presented
- Assist passengers courteously and patiently
- Handle complaints professionally and seek resolution
- Go above and beyond to ensure positive passenger experiences

7.4 Communication and Teamwork

- Maintain clear communication with dispatch and operations team
- Report delays, issues or route changes promptly
- Complete all required paperwork and logs accurately
- Provide feedback to improve service operations
- Assist other drivers when needed

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining driving experience and availability
- Copy of current driver licence (LR or MR)
- Driving record/history from relevant road authority
- Contact details for two referees (including previous driving employers)
- Copies of relevant certificates (first aid, customer service, etc.)

8.2 Selection Process

Shortlisted candidates will be required to:

- Attend initial interview to discuss experience and availability

- Complete practical driving assessment
- Undergo pre-employment medical and drug/alcohol screening
- Provide police background check clearance
- Complete reference checks
- Attend induction and route familiarisation training

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: ____ / ____ / ____