



Approval Date: March 6, 2017

Job Description

Drivers

Title:

Drivers
Lead Drivers

Job Function: Drivers
Pay Status: Hourly
FLSA: Non-Exempt

Reports To: Traffic Manager

JOB SUMMARY:

Deliver vehicles between rental locations or other company business destination as directed following established guidelines, timeframe, routes and local traffic ordinances. Perform duties and provide services that reflect positively upon the organization as a whole.

ESSENTIAL DUTIES:

1. Transport vehicles to and from designated rental locations other company business destinations within established timeframes to ensure availability of fleet for customers. Turn in any articles left by customers to designated lost and found area.
2. Identify and report vehicle damage and malfunctions according to established company procedures.
3. Log movement of vehicles including mileage, gas, date, time, damages and any additional information required. May coordinate vehicle movement with traffic manager, reservation's manager, customer service coordinators or other designated employees.
4. May assist customers with vehicle operation as requested.
5. Prepare vehicles for infleeting and removal. This includes removing plastic coverings, entering vehicle identification information on key tags and vehicles.
6. Deliver vehicles to customers. Provide emergency road service to customers as required.
7. Prepare paperwork for deliveries and exchanges. May perform basic office duties such as delivering mail, light typing and filing.
8. Maintain a professional appearance, adhering to company guidelines regarding uniforms and/or dress code.
9. Perform other duties and projects as assigned.

Note: The job description reflects the Company's current assessment of the essential functions of the job. It is not meant to, nor does it, restrict the Company from assigning additional duties and responsibilities not specifically identified as essential functions herein. It is also not meant to, nor does it, restrict the Company from determining the need to modify or revise in any way the essential functions of the job.

KEY WORKING RELATIONSHIPS

This position works with traffic manager, reservation's manager, customer service coordinators, service agents, and other designated employees at various rental locations in performance of job duties.

This position has occasional external contact with customers to deliver vehicles, provide emergency road service and general information on local streets and routes.

IMPACT OF ACTION

This position can have some impact on customer satisfaction and fleet availability by the timely and safe transport of vehicles between locations as directed.

This position can help reduce maintenance costs by ensuring vehicle damage and inoperative equipment are reported immediately.

RESPONSIBILITY SCOPE AND LATITUDE OF ACTION:

Drivers is expected to exercise some judgment while operating motor vehicle and adhering to applicable traffic laws. This position is expected to follow established procedures and refer situations not covered to supervisor for resolution.

Lead Drivers in addition to the Drivers' duties, the lead is expected to direct the daily activities of the work team. Assist manager in preparing shift schedule and reports. Train, coach and direct work team in performance of job duties. Coordinate daily lunch schedules and breaks as required. Respond to unusual or more difficult customer complaints. Report to management noncompliance with established policies and procedures.

A minimum of 6 months previous related experience is required at this level.

The above represents the main duties of this position. However, individuals may in addition perform any or all of the duties listed in the following job description: Service Agent.
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PREFERRED QUALIFICATIONS / JOB KNOWLEDGE AND SKILLS

- High school diploma or equivalent is required.
- Basic automotive knowledge.
- Physical ability to move in and out of vehicles is required.
- Ability to read, write and speak English.
- Good interpersonal skills.
- Ability to work effectively in a team environment.
- Regular attendance and some scheduling flexibility is required.
- Possession of a valid driver's license and maintenance of an acceptable driving record is required.
- Must meet any state minimum age requirements.
- Some basic office skills helpful.

EMPLOYEE ACKNOWLEDGEMENT:

I understand the job description and the job's performance expectations will be the basis for my performance reviews and any related salary reviews.

Employee's Signature: _____

Date: _____