



## Chicago Rockford International Airport (RFD) Volunteer Program

### Shuttle Bus Driver

#### Position Summary

Provides customer assistance transporting passengers and bags between the parking lots and the main terminal building during departures and arrivals. Must be at least 18 years old.

#### Job Duties:

- Checks in at Volunteer Services office to pick up cell phone to communicate with the curbside assistant(s)
- Locates the Shuttle Bus and prepares to pickup and return passengers to their appropriate parking lot.
- Welcomes passengers and visitors in a very friendly, outgoing manner, using excellent customer service skills.
- Offers transportation to all passengers and visitors and reminds them they can get a ride back to their vehicles by stopping by the Shuttle Bus pickup designated area in front of the terminal.
- Returns the Shuttle Bus to the pickup stop and returns the keys and cell phone to the Volunteer Services office.
- Place cell phone on charger
- Stays aware of maintenance issue for both vehicles, and communicates maintenance needs to the Volunteer Services Coordinator.
- Trains new Shuttle Drivers as requested.

#### Job Specifications:

- Minimum Education: Education and/or testing as required for an Illinois driver's license.
- Minimum Experience: Drivers license and vehicle insurance.
- Environmental/working conditions: Subject to all weather conditions, driving in rain, snow and ice. Subject to varying and unpredictable situations.
- Physical Demands: High amount of sitting and driving. Moderate to high amount of walking.
- Class B CDL license required with Bus and Air Brake Endorsement.
- The ability to lift 50 pounds plus when assisting customers with luggage on and off the shuttle.
- Required Qualifications: Valid Illinois driver's license and current insurance card on file with the Airport Authority office.
- Excellent customer service and communication skills, flexibility/openness to change. Ability to relate well with individuals of various background and ages.
- Must be badged with an Airport Identification Badge. Each individual applying for any badge must be fingerprinted and background check must be made by the Great Rockford Airport Authority. The type of badge required for a volunteer will be determined by the Passenger Services Supervisor or other authorized Airport personnel. RFD requires the badge to be worn at all time.
- Understands and follows all TSA and FAA rules and regulations.

#### Job Relationships:

Reports to: Pam Guentert, Passenger Services Supervisor and other authorized Airport personnel

Manager: \_\_\_\_\_ 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 require of personnel so classified.