



JOB INFORMATION

Job Code:	143058
Job Title:	Shuttle Driver (Union)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Transportation/Parking
Job Family Group:	Auxiliary Services 1
Management Level:	7 Individual Contributor

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Associate's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Bus Driving (Passenger Transport) and customer service experience.
X		Demonstrated interpersonal skills.

Licenses

Req	Pref	License(s)
X		Must possess valid California Class-B driver's license with passenger endorsement.

Other Job Factors

- 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.
- This is a safety-sensitive position covered by United States Department of Transportation (DOT) guidelines for drivers of commercial vehicles, drivers transporting hazardous waste, and operators of commercial watercraft or aircraft.
- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

