

**Company:** Planet Hyundai

**Job Title:** Shuttle Driver and Porter

**Reports to:** Parts and Service Director

**Salary Range:** $12.85 to $13.50

**Job Type:** (part time) (exempt)

The Shuttle Driver and Service Porter, by using excellent time management, is responsible for assisting with tagging vehicles, assisting with answering service phones, assisting with greeting customers, to operate the Service Courtesy vehicle to pick up and drop off service customers for the dealership, to maximize customer satisfaction by maintaining efficient traffic flow through the service lane, and maintaining the cleanliness of the lane, to make-ready all cars upon receipt on the service drive for technicians and to assist the Parts and Service Director, Service Drive Manager, Shop Manager and Service Advisors with any additional duties requested.

**ESSENTIAL DUTIES (Daily and Weekly)**

* Prepare cars for service with protective materials (I.E. paper floor mats, plastic seat covers, etc.)
* Remove non-waiter cars ready to park from service lane, and lock the car after parking it. Prepare a quick tag in the KeyTrak system and mark key tag with the location of the parked non-waiter car.
* Prepare quick tags for all Recon cars and provide the keys to the Reconditioning Advisor
* Ensure that no car keys are left on top of the KeyTrak machine. Report any keys immediately to the Service Drive Manager or the Parts and Service Director.
* Respond promptly to Advisors’ request for customer key and vehicle pick-up
* Remove all protective material from cars in drive-out lane after pulling them up for customer pick up
* Maintain the service lanes, ensuring that the lanes are neat, clean and orderly at all times. Inspect every hour
* Daily housekeeping inside and outside of the Service Department, including Customer Service lots and surrounding areas. (I.E. Sweeping, and trash pick-up)
* Weekly maintenance and cleanup of Service Customer Lots and surrounding areas, using broom and dust pan
* Maintain the entrance and exit to the service and drive out lanes to ensure they are clean and orderly at all times
* Daily housekeeping of the Hyundai Service tire room (I.E. removing used tires, empty trash)
* Deliver and pick up customers in a prompt and polite manner
* Complete a log at the time of delivery and request customer’s signature.
* Assist the Hyundai Pars Department with parts deliveries and pick up
* Ability to work directly with Service Advisors and Parts Sales personnel to prioritize shuttle runs or parts deliveries
* Help maintain the professional appearance of the service department and the courtesy van
* Be responsible for the basic upkeep of the courtesy shuttles: check oil with each fill-up, ensure that the van is lubricated the first week of each month, and get annual state safety inspections before they are due
* Secure courtesy shuttle on premises, usually inside the shop, before leaving for the day
* Assist Service Advisors in the Service lanes as needed, such as tagging and moving vehicles or greeting customers. Use the following word tracks:

- Greeting a customer in lane “Thank you for visiting Planet Hyundai Service. Someone will be with you momentarily.”

* Assist Service Advisors on the Service Drive during busy times by answering telephone calls. Use the following word tracks:

- Answering the phone “Planet Hyundai Service, can you please hold for just a moment for an available Service Advisor?” or “Planet Hyundai Service, can you please hold for just a moment? Someone will be with you shortly”

* Communicate immediately to the Advisor, the Service Drive Manager or the Parts and Service Director Customer status or that there is a customer on hold
* Stock and re-stock on a weekly basis or as needed Service Drive office supplies, such as printer paper, staples and highlighters.
* Maintain an adequate supply of hang tags. This should be done daily.
* Must follow Company safety policies and practices, and immediately report any and all accidents to the General Manger, Parts and Service Director, Shop Manager or Human Resources Manager
* Have a professional working relationship with the Parts and Service Director, Service Drive Manager, Hyundai Shop Manager, Parts Manager, Parts Sales personnel and Service Advisors to ensure efficiency and accuracy in all aspects of Company and Customers.

**OTHER DUTIES**

* Must be able to work in changing weather conditions, including ice and snow removal
* Assist Technicians with any housekeeping and shop supply re-stocking duties they might need help with (I.E. empty trash, dispose of oil filters, fill fluid jugs, clean up liquid spills)
* Any other duties as assigned by management
* Minimize “down time” by asking if there is anything you can assist with
* Assist Service Detail Technician, if need, and Wash vehicles after service

**QUALIFICATIONS:**

* Ability to read and comprehend instructions and information.
* Valid in-state driver’s license and have and maintain an acceptable safe driving record
* Must be insurable by Company insurance carrier
* Must be legally and technically able to safely operate Company and customer-owned vehicles, automatic and manual transmissions
* Ability to use computer
* Will be trained on service department’s computer system
* Ability to communicate well orally and in writing with customers and other contacts
* Professional personal appearance
* Good judgment

**TRAINING:**

* Must attend all Company required courses

Acknowledgement of receipt: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name Signature

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_