

PARAGON CASINO RESORT

Job Description

LIMOUSINE/SHUTTLE DRIVER

Department:	Security	Reports to:	VP Security/Logistics
Job Code:	LDR01	License:	Non-Gaming
Position Code:	LDR001	Costing:	700 7000 7014
Pay Grade:	N4	Date:	12/31/15
EEO-1 Code:	7		

SUMMARY:

Responsible for the safe operation and transport of limousines and/or shuttle busses on and off property, for guests of Paragon Casino Resort.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Assists guests promptly and courteously with transportation services.
- Drives conservatively, announcing stops and answering general questions about Paragon Casino Resort and the local community.
- Maintains a working knowledge of Paragon Casino Resort facilities, as well as special events on property, in order to advise guests and fellow Associates of same, whenever possible.
- Effectively communicates with the Transportation Manager to report any mechanical difficulties and/or maintenance needs of company-owned vehicles.
- Inspects vehicles prior to occupancy, verifying that everything is clean, well stocked and in good working order.
- Presents a clean, neat and well-groomed appearance, wearing only the designated Limousine and/or Shuttle Driver uniform while on the job.
- Ensures a maximum level of guest service and satisfaction is achieved and maintained.
- Maintains written records of all trips, number of passengers, departure and arrival times, dispatcher's name and destinations. Held accountable, to the highest degree, for the accuracy and thoroughness of departmental records and reports.
- Conducts routine safety inspections of vehicles before and after every trip, reporting any problems or maintenance needs to management.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.

- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) required.

Qualifications: Excellent communication skills required. Must possess a valid commercial driver’s license with passenger endorsement from the State of Louisiana, as well as a good driving record.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to relate effectively in one-on-one situations with guests and other Associates of the company.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply commonsense understanding to carry out a variety of instructions furnished in written, oral or diagram form.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to talk or hear. The Associate is occasionally required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools, or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust to focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate is regularly exposed to outside weather conditions.

The noise level in the work environment is usually moderate, but at times, can increase to loud.