



## JOB DESCRIPTION

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**TITLE:** Shuttle Assistant/Directional Support      **REPORTS TO:** Director of Sales and  
Director of Banquets & Events

**DEPARTMENT:** Banquet & Event Department      **FSLA STATUS:** Hourly (Non-Exempt)

### JOB SUMMARY

The Shuttle Assistant will be required to follow a detailed pickup/drop off schedule for events and adhere to the vehicle's passenger limit. Additionally, during certain periods, aiding guests to determine the proper event venue (directional advice).

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Follow instructions provided by Event Staff to ensure guests arrive timely to destinations.
- Provide directional services to incoming guests on multi-event days (parking attendant).
- Arriving at collection points prior to departure times.
- Confirming that all passengers are present and recording no-shows.
- Ensuring adherence to passenger limits.
- Calming verbal altercations, calling for help as needed.
- Record and report all major accidents and incidents to your manager.
- Checking that passengers disembark at the correct destinations, and in a timely and safe manner.
- Act as a parking/directional attendant.
- Assist guests as they disembark the shuttle van for safety.
- Knowledge of the resort and its offerings is important to answer guest questions.
- Ensure the shuttle is fueled, well-maintained, and presentable at all times.
- Observe all relevant traffic and safety laws.
- Keep log of weather and physical inspection required before each use.
- Ability to work flexible hours.

**The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.**

**LCJ MANAGEMENT, LLC d/b/a OWL'S NEST – THE WHITE MOUNTAINS  
WMCC, LLC d/b/a OWL'S NEST VINEYARD COURSE**

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Previous experience driving groups of people preferred.
- Knowledge of applicable transport and safety codes.
- First Aid training preferred.
- Excellent route planning abilities.
- Great improvisational skills.
- Amicable and optimistic disposition.
- Working knowledge of pertinent automobile maintenance and restoration techniques
- Minimum of one (1) year experience in a related position.
- Demonstrate efficient problem-solving skills.
- Ability to convey a professional demeanor with guests and co-workers.
- Excellent communication skills both verbally and visually.
- Able to multi-task while still paying attention to detail.

## **LICENSURE / CERTIFICATION REQUIREMENTS**

- Valid Driver's License.
- NCS Background and Driver's License check (paid for by Owl's Nest Resort).
- Participate in ongoing education and training.

## **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

- Availability on weekends, nights and some holidays required.
- This is a sedentary role; however, this position requires the ability to disembark the van several times to open van doors and aide guests to and from the van.
- Walking, sitting, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, stooping, talking, hearing, seeing, and smelling.
- Exposure at times to inclement weather.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Director of Sales and Director of Banquets & Events' guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest; it is my responsibility to notify the Director of Sales so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.*

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Signature

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Printed Name

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Date

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