

**Job title:** Customer Transportation Clerk  
**Department:** After-sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Improves the customers' impression of the service provided by driving them home or to their offices, or picking them up while their cars are being serviced.*

**The MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

- Drives customers home or to their offices and picks them up while their cars are being repaired.
- Demonstrates good judgment and drives carefully.
- Keeps up a regular shuttle service.
- Helps passengers in and out of the car.
- Uses a cellular telephone, a radio unit or other similar equipment to contact the dealership or another vehicle, in the event of an interruption in the service.
- Keeps a log of the trips, including the names of the passengers, their destinations and where they were picked up.
- Notifies the shop dispatcher or the after-sales department manager when the service vehicle needs servicing, such as an oil change or tires, cleaning or general maintenance.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

### **SECONDARY TASKS**

- *Description of one or more secondary tasks to be added, according to your needs.*

### **JOB REQUIREMENTS**

**Language skills**  
**Knowledge and skills**  
**Responsibilities**

**Effort**  
**Work conditions**  
**Other requirements**

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Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

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***N.B.:* In this publication, the use of the masculine to refer to people does not imply any discrimination.**