



JOB DESCRIPTION | COMMERCIAL DRIVER & TOUR HOST

ESSENTIAL DUTIES AND RESPONSIBILITIES:

As a Tour Host, responsibilities and competencies in the following functional areas include:

- **Wine Education**
 - Must be familiar with and comfortable talking about the history of wine, the craft of winemaking, wine country, and the how-to's of wine tasting.
 - Must have strong knowledge of local wineries with familiarization of winery offerings
 - Must be able to answer general questions about wine and to impart knowledge of wine
- **Customer Service & Hospitality**
 - Drivers must provide excellent customer service (referred to as "guest service").
 - Drivers should present themselves, professionally, in uniform; and should behave as a professional with all guests and with the general public.
 - Drivers must maintain a positive attitude and be willing to serve guests at any point.
 - Drivers will be on time to start locations, and safety-oriented while driving.
 - Drivers should be excellent communicators.

As a Commercial Driver, responsibilities in the following functional areas:

- **Maintain Status as a Commercially Licensed Driver**
 - Must at least possess a Class "B" Driver License with a "Passenger" endorsement.
 - Must possess and maintain a valid Medical Certificate in accordance with CDL standards.
 - Must have and maintain a clean driving record with no more than 1 point. Driving record must be free of DUI and DWI incident(s).
 - Ability to operate large commercial vehicles with a GVWR allowance up to 26,001 lbs.
 - Driver must know the rules and regulations that govern him or her. A driver must know at minimum California regulations, rules that pertain to Hours of Service as well as Federal Regulations.
- **Record Keeping**
 - Drivers must be able to read, write, and complete all required paperwork and forms (e.g. - Prior on Duty Forms, Timekeeping Paperwork, Vehicle Inspection Reports, etc.)
 - Drivers must log hours accurately and truthfully using timesheets and Hours of Service forms.
 - Drivers who are employed by multiple employers must supply an Hours of Service form to satisfy the requirements for each day/assignment.
 - Drivers must be able to read a waybill and document assignment timelines as they occur.
- **Contribute to Vehicle Care & Maintenance**
 - Maintain vehicle appearance. Basic cleaning is required throughout, and at the end of each shift. Sweeping, wiping up spills, cleaning windows, and dusting exterior are some examples
 - Vehicles must be fueled at the end of each and every shift.
 - Vehicle maintenance and repair issues must be noted in driver log book and called into the fleet manager or dispatch, as appropriate.
 - Drivers may be called upon to drive vehicles to/from repair shops, assisting the Fleet Manager, as needed.
- **Commercial Driving**
 - Drivers must have the ability to plan their timelines, routes, and service plans.
 - Drivers must be able to work day and night shifts, over long days and in unfamiliar environments.

- Drivers must work well under pressure in unfamiliar areas, all the while with a pleasant and positive attitude.
- Drivers must be comfortable with any and all vehicles in the fleet and should take responsibility for continued learning and familiarization surrounding the fleet.
- Drivers must obey all traffic laws and should operate the vehicle in a way that is comfortable for the passengers.

REQUIRED SKILLS

- Being flexible and proactive.
- Having good presentation skills.
- Being enthusiastic and friendly.
- Having good verbal communication skills.
- Being able to interact with people from different backgrounds.
- Having multiple language skills.
- Being able to work with a team.
- Having time management skills.
- Being able to retain historical facts.
- Having excellent knowledge about points of interest of specific cities.

REQUIRED EXPERIENCE AND QUALIFICATIONS:

- Demonstrated experience in commercial driving
- Must possess a Class A or B license with a passenger endorsement & Medical Certificate
- Inherently a strong communicator, problem solver, and relational.
- Possess a strong ethical business attitude.
- Naturally confident, trustworthy, fun, motivated, optimistic, and coachable.
- Possess confidentiality of sensitive data, tactful, diplomatic, and hardworking.
- Experience with mapping software, email and vehicle operating systems.
- Experience with customer service, hospitality, and wine necessary.

WORK ENVIRONMENT

The position may work in unfamiliar environments over long hours, for day or night shifts. The nature of transportation is ever-changing and each day's work environment will vary based on the assignment type. This role requires that drivers perform well under stress. Traffic, paperwork, law enforcement, clients, and dispatchers can contribute to high levels of stress. Drivers must be able to deal with stress factors as part of the nature of the job. Drivers are responsible for communicating problems, concerns and issues to the appropriate persons as needed.

The physical demands described below are representative of those that must be met by the Commercial Driver to successfully perform the essential functions of this job:

- Bend, lift, carry, climb, push, stand, sit, walk, hear, and speak.
- Tolerate exposure to heat, cold, dust, humidity, and noise as well as long periods of sitting.

This is a non-exempt, part-time position. Hours vary on a week to week basis, based on your availability scheduling demands. The position is based in Santa Ynez (Santa Barbara County Wine Country), though work assignments may operate outside of City limits.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.