



## **Yellow Cab of Rochester - Taxi Driver Job Description**

**Full Time/Part Time – Non Exempt, Reports To: Operations Manager**

### **Job Purpose:**

Provide safe, friendly transportation to individuals in a timely manner.

### **Scope of Responsibilities:**

- Follow relevant safety regulations and state laws governing vehicle operations and ensure that passengers follow safety regulations.
- Test vehicle equipment such as lights, brakes, horns, and windshield wipers, to ensure proper operations.
- Maintain cleanliness of vehicle, vacuum inside and wash outside.
- Provide passengers with assistance entering and exiting vehicles, and help them with any luggage or packages.
- Notify Dispatchers or company mechanics of vehicle problems.
- Complete accident reports when necessary.
- Communicate with dispatchers by radio, telephone, or computer to exchange information and received requests for passenger service.
- Drive taxicabs to transport passengers
- Perform routine vehicle maintenance such as regulating tire pressure and refueling.
- Pick up passengers at prearranged locations, at taxi stands, or positioned as directed by Dispatch.
- Accept all calls that are dispatched to you.
- Record name, date, and taxi identification information on trip sheets, along with trip information such as time and place of pick up and drop off and total fare.
- Attend Drivers Meetings when they are scheduled
- Complete Certified Tourism Ambassador (CTA) program in accordance with City Ordinance
- Other duties assigned by management

### **Work Activities**

- Provide excellent customer service
- Act in a professional manner
- Transport passengers and/or cargo
- Load/Unload passengers luggage or cargo
- Collect payment/make change

### **Qualifications**

- Valid Minnesota Driver's License
- Must be 21 years of age
- Limited moving violations, driving accidents,
- Zero alcohol/drug violations
- Previous Customer Service skills
- Good Mathematic skills
- Good oral and written communication
- Good Time Management skills
- Knowledge of the area, attractions, and businesses (CTA)

- Routine Equipment Maintenance

**Additional Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this Job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

While performing the duties of this job, the employee is frequently exposed to humid conditions. Employee may be exposed to contaminants, disease or infections.

Requires contact with others (face-to-face, by telephone, or otherwise). Requires dealing with unpleasant, angry, or discourteous people. Requires working in very hot (above 90 Degrees F) or very cold (below 32 Degrees F) temperatures. Requires making decisions that impact the results of co-workers, clients or the company. Requires making decisions that affect other people, the financial resources, and/or the image and reputation of the organization. Opportunity to make decisions without supervision. Requires work with external customers or the public. Includes responsibility for the health and safety of others. Job tasks are performed in close physical proximity to other people. Requires working outdoors, exposed to all weather conditions. Requires working in a closed vehicle. Ability to lift up to 50 lbs. occasionally. Requires bending, stooping, sitting for long periods.