

**Title:** Bus Driver

**Reports to:** Maintenance Manager and customer service manager

## Position Description

Onsen Hot Pools Retreat and Day Spa is a destination health spa located in Arthurs Point, Queenstown.

You will be responsible for safely operating the Shuttle Bus transferring guests to and from Queenstown, ensuring the comfort and safety of passengers throughout their journey. Your duties will include adhering to traffic laws, maintaining a clean and well-maintained vehicle, performing maintenance inspections, and providing excellent customer service. When not on the road, you'll assist the team with a variety of operational tasks to support the smooth running of the operations.

## Duties and Responsibilities

- Driving the shuttle bus in a safe manner and obeying all road rules.
- Pick up and drop off passengers at the designated location
- Greet guests warmly and ensure a safe, and comfortable journey.
- Perform routine maintenance inspections on the vehicle, e.g. the bus tires, lights, oil.
- Keep the bus clean and presentable to the public at all times.
- Follow a planned route according to a time schedule
- Follow procedures to make sure all passengers are safe
- Account for all passengers before leaving a location
- Perform routine periodic maintenance tasks
- Complete logbook
- Liaise with clients and answer clients' questions.
- Assist with laundry collection and distribution
- Empty bins and help maintain general cleanliness of the retreat.
- Conduct routine pool water testing as directed.
- Support the wider team with ad hoc tasks as needed.
- Perform other work-related activities as requested.

## Required Skills and Experience

- Full clean NZ driving license
- P Endorsement is required
- Excellent driving skills and a strong safety record - Confident driving in stressful conditions, including all weather conditions.
- A friendly, professional manner with great communication skills
- A strong customer service focus and genuine care for guest experience

- A proactive, can-do attitude and willingness to support the team with hands-on task
- Previous experience desirable
- Must have New Zealand residency or a valid New Zealand work visa.

**The successful applicant will work to a roster with work hours during the day, evenings & weekends.**