



Position Description

Job title:

Courtesy Bus Driver

Employment Type: Casual

Classification:

Introductory

Award:

Registered & Licensed Clubs Award 2020

Reporting to:

Duty Manager

Location:

Mulwala Water Ski Club – 156 Melbourne Street Mulwala NSW 2647

Vision Statement:

The Murray Rivers best location for relaxation, accommodation and entertainment.

Mission Statement:

We will achieve our vision by providing our members and guests with a superior level of customer service across all facets of our business. We will provide this superior service in a clean, comfortable, safe and friendly environment. We will always strive to serve our members and guests in a cost effective and efficient manner so as to deliver great value for money.

We are committed to being the club of choice.

Duties & Responsibilities:

To maximise the value of the Courtesy Bus service by providing a safe, courteous, and efficient transport experience for all members and guests. Ensure that customer service is of the highest



156 Melbourne Street, Mulwala NSW 2647

Club (03) 5744 1888 - Golden Inn Restaurant (03) 5744 1515 - Waterside Pizza Pasta & Grill (03) 5744 1507
- Holiday Park (03) 5744 1050 - Pro Shop (03) 5744 2777

e: mulski@mulwalawaterski.com.au - www.mulwalawaterski.com.au

standard, vehicle cleanliness is maintained, and all operational and safety procedures are followed in accordance with Club policies and procedures.

- Provide a friendly, professional, and welcoming transport service for all members and guests
 - Operate the Club's Courtesy Bus on designated routes and schedules
 - Drive safely and responsibly, adhering to all road rules and traffic regulations
 - Ensure passenger safety at all times, including assisting with boarding and alighting where necessary
 - Maintain a high level of personal presentation and uphold Club service standards
 - Monitor passenger behaviour and report any incidents or concerns to Duty Manager
 - Conduct pre-operational vehicle checks and report any maintenance or safety issues immediately
 - Keep the Courtesy Bus clean and presentable at all times
 - Record and report mileage, fuel usage, and other relevant vehicle data
 - Follow sign-in and sign-out procedures for shift commencement and conclusion
 - Be punctual and reliable in line with rostered shift times
 - Assist in promoting the facilities and services of the Club to passengers
 - Provide accurate information about pick-up and drop-off times and services
 - Demonstrate flexibility and a willingness to assist in other areas of the Club as required
 - Comply with the Club's Code of Conduct, policies, and procedures at all times
 - Report any serious incidents, accidents, or hazards to the Duty Manager immediately
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Prerequisites

Essential:

- NSW Full Driver's Licence (LR Licence or higher preferred)
- NSW Responsible Service of Alcohol (RSA) Certificate
- Strong customer service and interpersonal skills
- Ability to work autonomously and as part of a team
- Availability to work nights, weekends, and public holidays

Desirable:

- Responsible Conduct of Gambling (RCG) Certificate
 - First Aid Certificate
 - Previous experience in a similar driving or customer-facing role
 - Understanding of the Registered Clubs Act
 - Basic mechanical knowledge (advantageous but not essential)
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Updated – 01/05/2025

