ROLE PROFILE

Position Title:	Driver
Department/School:	Campus Services, Transport Service
Reporting to (role):	Administration Executive
Role summary:	To provide safe, reliable and timely transportation services for the University by operating assigned vehicles, transporting authorised passengers and goods, carrying out routine vehicle inspections, maintaining accurate trip records and ensuring compliance with road safety requirements and University transport procedures.

Generic roles

No.	Description
1.	Operate University vehicles to provide transportation services for authorised passengers, staff, students, visitors and goods in accordance with approved schedules and instructions.
2.	Undertake scheduled and ad hoc driving assignments to support the University's operational, administrative and event-related transportation requirements.
3.	Conduct routine vehicle inspections before and after each assignment to ensure that vehicles are roadworthy, safe and fit for use.
4.	Maintain appropriate records of vehicle usage, mileage, fuel consumption, trip details and maintenance requirements to support effective transport operations.
5.	Comply with applicable traffic laws, road safety requirements, University transport procedures and instructions issued by the immediate superior.

Specific roles

No.	Description	Required Competency
1.	To provide scheduled transportation services by operating assigned University vehicles according to approved schedules, destinations and instructions, ensuring passengers and goods reach their destinations safely and on time.	Safe driving practices, punctuality, route planning and time management.

2.	To transport authorised passengers and goods for university activities, meetings, events, airport pickup, official visits and other approved assignments. Ensuring appropriate care, courtesy and handling throughout the journey.	Customer service, interpersonal communication, professionalism and responsible handling of passengers and goods.
3.	To conduct pre-trip and post-trip vehicle inspections by checking tires, lights, brakes, fuel levels, engine oil, coolant, vehicle cleanliness and other essential safety items and reporting defects or irregularities promptly to the immediate superior.	Vehicle inspection skills, safety awareness, attention to detail and problem identification.
4.	To maintain vehicle cleanliness and readiness by keeping assigned vehicles clean, presentable and properly equipped, and ensuring that vehicles are ready for scheduled transportation assignments.	Vehicle care, cleanliness, organisation and personal accountability.
5.	To maintain accurate transportation records by recording trip dates, destinations, mileage, fuel usage, passenger or assignment details, vehicle defects and other required information using the University's designated forms or systems.	Record-keeping, accuracy, basic computer literacy and adherence to procedures.
6.	To monitor vehicle maintenance requirements by tracking servicing schedules, road tax and insurance validity, inspection requirements where applicable and other vehicle-related documentation and coordinating maintenance arrangements through the immediate superior.	Preventive maintenance awareness, scheduling, organisation and administrative accuracy.
7.	To comply with road safety and transport requirements by observing traffic regulations, practising defensive driving, wearing seat belts, ensuring passengers comply with applicable safety requirements and reporting accidents, incidents, delays or emergencies promptly.	Defensive driving, hazard awareness, risk assessment, emergency response and compliance.
8.	To optimise journey planning and vehicle utilisation by selecting appropriate routes, monitoring traffic conditions, avoiding unnecessary idling and unauthorised vehicle use and reporting operational issues that may affect service delivery or operating costs.	Route planning, situational awareness, fuel-efficient driving and resource management.
9.	To safeguard University vehicles and property by securing vehicles when unattended, protecting vehicle keys and documents, following authorised vehicle-use procedures and reporting loss, damage or suspected misuse immediately.	Integrity, security awareness, accountability and adherence to procedures.
10.	To undertake other transport-related duties and transport non-related duties assigned by the immediate superior or Head of Department, including reasonable changes to schedules, destinations and assignments required to support University operations.	Flexibility, teamwork, communication and adaptability.

Job Requirements:

Specification	Essential	Desirable
Qualifications/Education	Minimum STPM/Diploma in Business Studies/Administration or equivalent	Relevant vocational training or certification in vehicle operation, defensive driving or basic vehicle maintenance.
Knowledge and Skills	• Possess a valid Malaysian driving license of the appropriate class for the vehicles assigned. Class D is required for applicable motor cars and light vehicles. • Demonstrate safe driving practices and knowledge of Malaysian road traffic regulations. • Able to read and follow written and verbal instructions, maps and navigation directions. • Able to complete basic trip records, vehicle checklists and incident reports. • Possess good communication and customer service skills. • Able to use basic mobile applications or electronic systems for navigation and transport reporting.	• Possess a valid license for additional vehicle classes required by the University's fleet. • Hold relevant professional driving qualifications or permits, including a PSV license where applicable to the assigned vehicle and transport service. • Have knowledge of defensive driving, basic vehicle troubleshooting and fuel-efficient driving techniques. • Able to communicate effectively in English and Bahasa Malaysia. Knowledge of additional languages is an advantage.
Working Experience	Preferably 2 years of relevant driving experience, with a satisfactory and clean driving record.	• Experience providing institutional, corporate, executive, passenger or university transportation services. • Experience driving vans or other relevant fleet vehicles is an advantage.
Personal traits/values	• Responsible and Accountable: Takes responsibility for assigned vehicles, passengers, goods and driving assignments. • Safety-Conscious: Prioritises road safety and follows established safety procedures. • Integrity and Honesty: Uses University vehicles only for authorized purposes and reports incidents accurately.	• Team Player: Cooperates with colleagues and other University departments to support transport requirements. • Flexible and Adaptable: Accommodates reasonable changes to assignments and schedules, subject to operational requirements. • Service-Oriented: Demonstrates courtesy, discretion and a willingness to assist passengers appropriately.

	• Professionalism: Maintains courteous, respectful and appropriate conduct when interacting with staff, students, visitors and external parties. • Reliable and Punctual: Reports for duty on time and fulfils assigned transportation schedules. • Calm Under Pressure: Responds appropriately to traffic congestion, unexpected delays, vehicle breakdowns and other operational challenges.	• Resource-Conscious: Drives efficiently and takes reasonable steps to minimize unnecessary fuel consumption and vehicle wear. responsibility for assigned vehicles, passengers, goods and driving assignments.
Others	• Malaysian citizen, subject to the University's recruitment requirements. • Possess the appropriate and valid driving license for the assigned vehicle. • Meet applicable legal, medical and fitness-to-drive requirements. • Able to work according to assigned schedules, including occasional evenings, weekends or public holidays when operationally required.	• Willing to attend relevant driving, road safety, first-aid or vehicle maintenance training. • Familiarity with the University campus, surrounding areas and common destinations within the Klang Valley and other assigned locations.