

## **Position Objective and Responsibilities**

### **Job Title: Equipment Setup and Delivery Driver**

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Reports To: \_\_\_\_\_ in the  
\_\_\_\_\_ department.

### **Position Objective**

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To setup and deliver merchandise to customers in a manner that will optimize market share and savings, improve efficiency, and help achieve outstanding customer service.

### **Position Responsibilities**

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The truck driver's responsibilities involve, delivery and pick-up, setup, service, safety and maintenance, and other duties as assigned by management.

The truck driver will maintain a positive attitude that promotes team work.

### **Delivery and Pickup**

Delivery and pickup involves making deliveries and pick-ups in the most efficient, economical manner possible.

1. Deliver product to and pick up product from specified locations
2. Develop and maintain an efficient routing system
3. Ensure sales and repair order tickets are made out prior to loading or delivery
4. Develop and maintain an organized and efficient loading and unloading system
5. Unload merchandise according to customers' requests
6. Verify all items listed on the repair order or sales ticket are loaded and delivered
7. Provide the customer with an accurate repair order or sales ticket and collect payment if needed
8. Communicate safe operation and handling procedures to customers

### **Inform Supervisor of Outstanding Conditions**

1. Inform your supervisor of potential problems or potential new business opportunities directly or indirectly related to your department

## **Setup**

Setup involves assisting and maintaining efficient performance when not making deliveries.

1. Load and unload merchandise
2. Help technicians with washing and organization
3. Assemble and service merchandise

## **Service**

Service involves providing customer service that will result in greater sales.

1. Greet customers promptly and courteously with a friendly smile and a hello, and thank them for their business
2. Assist customers with unloading and loading
3. Promptly and courteously answer the phone
4. Work with service adviser, technicians and sales staff
5. Work with customers to resolve problems and report complaints to your supervisor
6. Actively work to increase personal skills and knowledge
7. Attend product, merchandising, and technical schools as requested
8. Wear a clean uniform and be neat
9. Lose no customers due to the quality of service provided

## **Safety and Maintenance**

Safety and maintenance involves delivering orders safely, following regulations, and safely operating and maintaining the delivery vehicle.

### **Deliver Orders Safely**

1. Use extreme caution while driving in customers' yards; drive slowly and watch for children, pets, animals, toys, flower beds, hedges, and lawns
2. Watch for overhead wires when driving, loading and unloading
3. Avoid damage to customers' buildings, bins, or property when positioning for unloading
4. Avoid damage to the merchandise; Secure merchandise and double check
5. Ensure doors and gates are closed when delivery is complete
6. Observe and report any unusual activity, problems, and customers' complaints to your supervisor

### **Follow Regulations**

1. Observe OSHA, state, and federal safety regulations
2. Follow all company and regulatory agency safety policies
3. Maintain a valid driver's license

### **Operate Delivery Vehicle Safely**

1. Check lights and safety equipment daily
2. Obey all traffic laws, including:
  - driving within posted speed limits
  - stopping and looking for traffic at all stop signs
3. Drive defensively
4. Report any unsafe equipment or working conditions to your supervisor
5. Allow no riders who have not been approved by your supervisor

### **Maintain the Delivery Vehicle**

1. Wash vehicle as weather and operating conditions require to maintain a clean vehicle
2. Follow the regular vehicle maintenance schedule provided by your supervisor
3. Report any needed repairs or special maintenance to your supervisor immediately

### **Other Duties**

The delivery driver will uphold company policies, perform other duties as assigned by management.