



# Job Analysis

<b>Job Title:</b> Delivery Driver	<b>Department:</b> Fleet
<b>Work Site:</b> Climate controlled truck cab on highways and roads, businesses	<b>Job Code:</b> Heavy

## I. Job Summary

Drives commercial truck with air brakes and hydraulic lift to deliver merchandise to businesses. Unloads orders from truck, collects payments, issues return credits, and completes paperwork. Makes 10-14 delivery stops per day.

## II. Identification of Job Functions

### Essential Functions and Tasks:

- 1) Collects Driver Route Sheet, truck assignment, driver manifests, customer invoices, audit notes, resale cards, 2-way radio, and map book.
- 2) Conducts safety inspection of delivery truck. Visually inspects pallets in truck to ensure correct number loaded, and that any frozen and cooler items are included. Applies pallet straps when necessary.
- 3) Drives to 10-14 delivery stops per day. Reviews invoice to locate merchandise to be delivered. Cuts shrink-wrap from pallet and removes merchandise from truck with manual pallet jack or by loading on hand truck or dolly and lowering on hydraulic lift.
- 4) Verifies all items and quantities delivered with customer. Checks any substitutions made with member for approval. Obtains appropriate signatures and payments from customer.
- 5) Provides prompt and courteous member service. Calls to arrange delivery of any missing items. Loads any damaged or refused items in truck for return them to the warehouse. Issues return receipts.
- 6) Drives delivery truck back to warehouse after all deliveries are made. Arranges for any returned items to be checked in by a manager.
- 7) Turns in paperwork, payments, 2-way radio, and map book.

### Non-Essential Functions and Tasks:

- 1) Assists in loading/unloading delivery trucks at warehouse when necessary.
- 2) Assists in other areas of the business center as necessary.

## III. Qualification Standards

Education/Training:	High School or GED preferred.
Licenses/Certifications:	Class B Commercial Driver's license with air brakes certification required.
Experience:	Prior Business Center experience preferred, prior delivery experience preferred.
Knowledge/Skills:	Familiarity of delivery area is preferred, map reading ability required.

## IV Operation of Vehicles, Equipment, or Machinery

During Essential Functions	During Non-Essential Functions
Delivery truck, manual pallet jack, hand truck	Electric or manual pallet jack,
Dolly, box knife, cooler units, milk crates	Cooler units, milk crates
2-way radio, pallet straps, wheel chocks, phone	