

## **Job Description for: Delivery Driver/Warehouse**

### **Summary:**

- Provides excellent customer service by making prompt and courteous deliveries of customer orders. Makes pick-ups as necessary. Performs general warehouse duties and customer assistance as needed. Performs all job responsibilities in a safe, timely and efficient manner.

### **Essential Duties and Responsibilities:**

- Load truck accurately and safely for customer deliveries.
- Unload truck as needed at customer and/or branch locations.
- Drive company vehicle to make customer deliveries and stock pick-ups, obeying traffic laws and safety procedures. Maintain appropriate licensing, credentials and acceptable driving record.
- Conduct self in a professional and ethical manner at all times. Treat external and internal customers and associates with courtesy and respect.
- Fill customer orders by retrieving material from the warehouse and other locations.
- Check in and put away material, verifying quantities and quality of received material. Maintain clear aisles and walkways. Ensure material is properly organized.
- Assist in maintaining appearance of branch as needed. Clean warehouse, counter area, bathrooms, etc.
- Know location of merchandise in warehouse. Keep material organized and put away.
- Provide assistance at counter if needed. Assist customers, ask pertinent questions, provide information they may need.
- Continuously update product knowledge. Stay informed and educated as to product inventory and applicability. Know location of merchandise in warehouse.
- Participate in ongoing education and training as directed or desired.
- Answer telephones professionally and pleasantly, assisting customers, taking orders and providing excellent customer service.

- Report back orders or discrepancies.
- Perform cycle counts as required following through on discrepancies as needed.
- Perform vehicle and/or forklift inspections as required, schedule routine or repair maintenance as needed. Maintain presentable truck appearance, cleaning as needed.
- Assist in performance of year-end physical inventories for various branch locations.
- Perform other responsibilities as directed.
- Perform all duties in a safe and responsible manner, following all safety rules. Inform manager of any potentially hazardous conditions.

**Abilities and Physical Requirements:**

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands and arms to finger, handle, feel, or carry; reach with hands and arms. The employee is occasionally required to sit; climb or balance or stoop; kneel, crouch, or crawl. The employee is regularly required to lift up to 10 lbs. and up to 25 lbs. The employee is frequently required to lift up to 50 lbs. The employee is occasionally required to lift up to 100 lbs. Must be able to safely tolerate heat in the summer and cold in the winter.
- While performing the duties of this job, the employee is regularly required to talk or hear; read and identify numbers for accurate order filling and receiving of material. The employee is regularly required to apply sound reasoning and logic performing daily tasks. The employee is required to be able to safely operate a forklift, pallet jack and/or wire-cutting machine.