

HUMAN RESOURCES

## **DELIVERY DRIVER– JOB DESCRIPTION**

**JOB TITLE:** Delivery Driver  
**DEPARTMENT:** Operations  
**REPORTS TO:** Delivery Supervisor  
**STATUS:** Full Time Salary-DOE

Each job and responsibility at Dillanos Coffee Roasters is entirely based upon our mission statement and core values. These are more than rules or guidelines. They determine whom we are, how we are perceived and remind us of why we are here. First and foremost before any single responsibility, these values must be protected and maintained.

### Mission Statement

Help People  
Make Friends  
Have Fun

### Core Values

#### We Must:

1. ALWAYS POSSESS HONESTY, INTEGRITY AND LOYALTY
2. GIVE OUR CUSTOMERS MORE THAN THEY EXPECT
3. BE CREATIVE AND RESOURCEFUL
4. OPTIMIZE OUR FINANCIAL RESOURCES
5. NEVER STOP LEARNING AND GROWING
6. EMBRACE CHANGE AND REEVALUATE SYSTEMS
7. COMMUNICATE CLEARLY AND OPENLY
8. RECOGNIZE INDIVIDUAL AND COMPANY SUCCESS
9. PROTECT OUR COMMITMENT TO QUALITY
10. BE FRIENDLY AND HAVE A SENSE OF HUMOR
11. SERVE OUR COMMUNITY AND EACH OTHER

### OVERVIEW:

A Delivery Driver will possess the ability to accurately and efficiently deliver any order, whether on a standard route or a special delivery (i.e. emergency delivery or pick up/drop off). Customer service is a primary commitment of a Dillanos Driver.

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**DELIVERY DRIVER– JOB DESCRIPTION****ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Clock in on time and be prepared to accomplish any route.
- Perform Pre and Post vehicle checks per Delivery Manual.
- Ensure route is done efficiently and accurately.
- Have the ability to be flexible both on and off route.
- Provide excellent customer service.
- Always look presentable to the customer, wearing the proper uniform and following guidelines per the Uniform Policy.
- Account for all deliveries, product, coffee and equipment on vehicle/route.
- Wash vehicles inside and out, showing pride in the equipment used.
- Always communicate issues on and off route with Delivery Lead, Distribution Supervisor and co-workers.
- Deliver to all stands and all customers, regardless of who the customer is, where they are located, or what attire they wear.
- Delivery Driver must possess the ability to move with a sense of purpose and perform duties in a timely matter.
- Be proactive in the absence of specifically assigned tasks or duties. Have the ability to communicate when tasks are done. **JOB KNOWLEDGE, SKILLS, AND ABILITY REQUIREMENTS:**
- Customer service skills will consist of great communication and listening skills.
- Ability to follow through with any requests given by the Delivery Lead or Distribution Supervisor.

**EDUCATION AND EXPERIENCE:**

- High School Diploma or equivalent.
- Delivery Drivers must also be insurable, with the ability to drive large vehicles that do not require a commercial driver's license.

**PHYSICAL DEMANDS:**

- Continually required to sit, stand, bend, and lift up to 60 lbs.

Dillanos Coffee Roasters provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Dillanos Coffee Roasters complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.