



Position Description

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| Position Title: | Delivery Service Driver | Date: | 9/21/18 |
| Department: | Logistics | Classification: | Non-exempt |
| Reports To: | Logistics Manager | Location: | Little Chute, WI |
| Job Status: | Full Time | Typical Work Schedule: | Monday through Friday |

Position Overview

The Delivery Service Driver is a critical link between Valley Grinding & Manufacturing (VGM) and our customers through picking up and delivering products along specified routes and completing the communication loop in the customer order process. This role is the perfect opportunity for someone who loves interacting with other people and being physically active.

Essential Job Functions:

- Obey all procedures and safety rules as they apply by both the customer and VGM. Lead by example in executing tasks in the safest manner possible.
- Drive company-owned van along pickup and delivery routes according to a pre-established schedule.
- Unload and load delivery van per route schedule in an organized, efficient, safe and courteous manner.
- Operate forklift to move parts from facility into and out of delivery van
- Unload products from delivery van at locations per customer specifications.
- Verify that products being delivered and picked up from customer for service work are properly identified, counted accurately and match paperwork.
- Accurately complete and return required paperwork with appropriate signatures and customer notes to VGM sales, customer service and/or accounting staff as appropriate.
- Communicate and collaborate with VGM technical sales and customer service staff to identify and satisfy customer needs, special requests and orders for service work.
- Prepare and maintain proper records of daily activities, including daily checklists, mileage logs, time sheets, receipts and expense reports.
- Maintain condition of delivery vehicles by adhering to regular maintenance schedule and cleanliness.
- Maintain and update customer information on paper and/or electronically, including customer contact information, orders for service work, route check-in logs and special instructions for servicing the account.
- Other duties as assigned

Required Skills:

- Be able to read maps, navigate urban, rural and highway environments and follow geographic directions.

- Be able to read and comprehend safety rules, operating and maintenance instructions and procedure manuals.
- Be able to professionally represent VGM in appearance and demeanor.
- Be able to build rapport with client contacts and assist in growing VGM's relationship with the client.
- Be able to demonstrate accountability and self-motivation and support an environment that relies on teamwork to meet goals.
- Be able to contribute to a positive client-focused spirit of service.
- Be able to communicate constructively and in a positive manner.
- Professional attitude and demeanor.
- CDL not required.

Qualifications:

- Valid driver's license with a history of a good driving record
- 1 year of experience driving
- Must pass Motor Vehicle Records review
- Must be able to work typically 35+ hours per week with possible overnights

Physical Demands and Working Environment:

- Regularly required to sit in a vehicle for extended periods of time; repeated lifting, bending and carrying packages weighing up to 75 pounds; walking outdoors and indoors to move product from van into facilities; use hands and fingers to handle materials; use depth perception to judge distance of materials and equipment; use close vision to view documents and write; talk and listen.
- There is exposure to indoor production environments with adequate ventilation and typically loud noise levels.

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