

## 1.0 SUMMARY

The Substitute Delivery Driver assists Territory Representatives (T/R) by filling in for them and completing their route responsibilities when a T/R is unable to perform those duties or to cover territories that are not staffed with a full-time T/R. He/she is responsible to take and process all customer orders and perform all related functions of a T/R.

## 2.0 REPORTING RELATIONSHIPS

- 2.1 The Substitute Delivery Driver reports to the Customer Service Supervisor (CSS).
- 2.2 No one reports to Substitute Delivery Driver.

## 3.0 REQUIREMENTS

	Required	Preferred
3.1. <u>Education</u>	High school diploma or HSED.	Experience in sales and/or automotive industry.
3.2. <u>Experience</u>	Clean driving record.	No additional.
3.3. <u>Physical</u>	Body positions & movements: Sitting for long periods of time while driving a Company-provided vehicle, reaching overhead, above the shoulders and horizontally, bending at the waist and stooping, kneeling, crouching, walking, squatting, etc., including full range usage of arms, legs and hands. Must be able to lift and carry 80 pounds.  Body senses: Usage of all body senses. Must be able to see (20/20 vision with glasses, 20/200 without) and hear (with mechanical assistance if necessary) sufficient to understand and comprehend individuals in one-on-one conversations or on the telephone or cell phone.  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	
3.4. <u>Mental</u>	Mathematics: Able to add, subtract, multiply, & divide using a calculator.	

Strong inter-personal and communication skills.  
Must be able to use all Personal Computer functions; experience using Microsoft Office programs (Outlook, Excel, Word, Power Point, & Access). Use of a multi-line phone system is a must; be able to comfortably use email functions and a fax machine.

Ability to effectively communicate ideas to all levels of management.

Language: Must be able to read, write, and speak English fluently.

Must be able to work under time and budgetary pressures, set priorities, and meet deadlines.

- 3.5. Management Skills Ability to prioritize, plan, organize, and control work flow in a team environment.

#### 4.0 WORKING CONDITIONS

Work areas are: driving a truck (including potentially difficult driving circumstances with regard to weather and traffic), inside office, warehouse, body and maintenance shops, etc., where conditions can be hot, cold, wet, dusty, and/or greasy, etc.

#### 5.0 RESPONSIBILITIES

The Substitute Delivery Driver is responsible for:

- 5.1 Performing of all his / her operations in a safe manner and immediate reporting of all cases of unsafe operations.

Measurements: Number of work related injuries, road accidents, etc.

- 5.2 Quality of service provided to the customers by him / her personally.

Measurements: Number of complaints expressed by customers directly or indirectly, or by the drivers for which he / she substituted

- 5.3 Substituting as a route delivery driver.

Measurements: - Completion of the assignment(s)  
- Number of delayed or postponed deliveries

- 5.4 Effective usage of all resources assigned to him / her, including work time, equipment, etc.

Measurements: Amount of resources spent per unit of work done (example: miles per gallon)

5.6 Accuracy of all orders, documents, and transactions he / she is involved in.

Measurements: Number of errors in paperwork and orders

5.7 Processing and collection of C.O.D./Cash sale orders.

Measurements: - Amount of cash not collected at the end of workday  
- Accuracy of cash/checks/credit cards collected vs. system

5.8 Performing general responsibilities of FdLBEX employees as assigned by the Company's policies and procedures.

5.9 Performing any other related or unrelated, unassigned, unspecified, unusual or special duty the CSO or CSS may assign from time to time.

## 6.0 AUTHORITY

The Substitute Delivery Driver has the authority to:

6.1 Require full information about safety norms, standards, and regulations.

6.2 Ask and make suggestions about the possibility of job related training inside or outside FdLBEX.

6.3 Plan his/her workday for the scheduled workload.

6.4 Require timely maintenance of the vehicle and refuse to use unsafe equipment or work under unsafe conditions.

6.5 Require accurate, timely, and clear preparation of all documents and products by the office and warehouse personnel; inform supervisor about all cases of the opposite.

6.6 Take any reasonable action necessary to carry out the responsibilities of this position, so long as such action does not deviate from established FdLBEX policies and is consistent with sound business judgment.

6.7 Take any reasonable action necessary to carry out the responsibilities of this position, so long as such action does not deviate from established FdLBEX policies and is consistent with sound business judgment.

**7.0 TASKS AND DUTIES**

See Task and Duty List attached.

**8.0 ACKNOWLEDGMENTS AND APPROVALS**

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

\_\_\_\_\_  
Substitute Delivery Driver                      \_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Service Supervisor                      \_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Service Officer                      \_\_\_\_\_  
Date

Fond du Lac Bumper Exchange, Inc.

### TASK AND DUTY LIST

Position: **Substitute Driver** Name \_\_\_\_\_

Date of Assignment: \_\_\_\_\_

#	WORK TO BE PERFORMED	Daily	Weekly	Monthly
1	Perform Truck Safety inspection.			
2	Organize invoices and other administrative paper work.			
3	Load truck insuring correct products as indicated on invoices.			
4	Question invoices that are suspect.			
5	Fill out required documentation at each route stop.			
6	Provide customers with required pricing information and catalogs.			
7	Ensure return products are: <ul style="list-style-type: none"><li>• Documented properly;</li><li>• Protected and handled accordingly.</li></ul>			
8	Ensure customer invoices are handled per term: <ul style="list-style-type: none"><li>• COD;</li><li>• Net 30;</li><li>• Cash sale;</li><li>• other, as required.</li></ul>			
9	Ensure bumper cores are collected in accordance with the company policy.			
10	Answer all questions of customers honestly and forthright. All questions you are not able to answer forward to the Customer Service Supervisor for action.			

11	Obtain when possible, competitor pricing and information about their operations.			
12	Take orders from customers as needed.			
13	Deliver Statements to customers as required.			
14	Submit all documents needed at the end of the day to the office: <ul style="list-style-type: none"> <li>• Daily Report;</li> <li>• Returns.</li> </ul>			
15	Ensure truck maintenance. Report oil changes or deficiencies to the Purchasing/Inventory Control Manager.			
16	Ensure truck cleanliness.			
17	Provide updates on customer information.			
18	Ensure performance & personal traits are of the highest quality and professional.			
19	Take & accurately process orders from customers.			
20	Demonstrate proper use of computers: <ul style="list-style-type: none"> <li>- Inventory status</li> <li>- Purchase orders</li> <li>- Customer orders/history</li> <li>- Product return reasons</li> </ul>			
21	RF Unit (Scanner) operations <ul style="list-style-type: none"> <li>- Moving inventory</li> <li>- Picking orders</li> </ul>			

\_\_\_\_\_  
 Substitute Driver

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Customer Service Supervisor

\_\_\_\_\_  
 Date