

1.0 SUMMARY

The Substitute Delivery Driver assists other drivers by filling in for them and completing their route responsibilities when they are unable to perform those duties.

2.0 REPORTING RELATIONSHIPS

2.1 The Substitute Delivery Driver reports to the Sales Manager.

2.2 No one reports to Substitute Delivery Driver.

3.0 REQUIREMENTS

	Required	Preferred
3.1. <u>Education</u>	Two year college degree in Sales and Marketing or Business Administration; however, experience in sales and/or automotive industry may be substitute.	Four year college degree in required disciplines.
3.2. <u>Experience</u>	Clean driving record. 2-3 years leading and directing subordinates.	2-3 year management, sales, and marketing experience in the automotive aftermarket industry.
3.3. <u>Physical</u>	Body positions: Sitting and standing. Body movements: Walking, squatting, crouching, etc., including full range usage of arms, legs and hands. Must be able to lift and/or carry 80 pounds.	
3.4. <u>Mental</u>	Body senses: Use of all bodily senses. Use general business math skills. Language requirements are reading, writing, spelling and the ability to communicate clearly on all levels of technical and business communication.	
3.5. <u>Management Skills</u>	Must be able to work under time and budgetary pressures. Ability to prioritize, plan, organize, and control work flow in a team environment.	

4.0 WORKING CONDITIONS

Work area is inside and outside of the warehouse or the office, where conditions can be hot, cold, wet, dusty and/or greasy, etc. Some business related travel is required to customers, trade shows, and others.

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).

- 5.4 Reliability of the Sales Department.

Measurements: Number of delayed or postponed deliveries.

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

Measurements: Amount of resources spent per unit of work done (average of material used).

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

Measurements: Number of errors in paperwork and orders.

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

- 5.8 Performing any other related or unrelated, unassigned, unspecified, unusual or special duty the Sales Manager or President 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

Sales Manager Date

President 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">• Documented properly;• Protected and handled accordingly.			
8	Ensure customer invoices are handled per term: <ul style="list-style-type: none">• COD;• Net 30;• Cash sale;• other, as required.			
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 customer service 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">• Daily Report;• Returns.			
15	Ensure truck maintenance. Report oil changes or deficiencies to the Distribution Manager.			
16	Ensure truck cleanliness.			
17	Provide updates on customer information.			
18	Ensure performance & personal traits are of the highest quality and professional.			
19				
20				
21				

Substitute Driver _____ Sales Manager _____