

Temporary Delivery, Warehouse, Facilities Employee Job Description

Summary:

The basic function of this position is to perform the shipping, receiving, delivery, facilities functions for the company. The Millwork Shop Manager and other staff, may ask for assistance from time to time as needed. Occasional minor building maintenance (inside & out) can be expected. This is a temporary position, but it can possibly work into permanent employment.

- Delivery is responsible for the following elements:
 - Unload, check, and receive incoming orders.
 - Properly and safely loading the delivery truck and securing items for delivery to avoid damage.
 - Deliver orders to customer job sites, which will include private homes, professional offices, construction sites, and multi-story buildings.
 - Warehouse and inventory maintenance (keep areas clean and tidy).
 - Collecting payments as necessary and delivering such payments to the Operations Manager upon return to the office.

Reporting Relationships:

- Delivery is selected by and reports to the Operations Manager and/or the Owner.

Requirements:

- The ability to begin work at 20-30 hours per week with the potential to increase to 40 hours as workload dictates.
- A High School Diploma.
- A valid State of Vermont Driver's License with a clean driving record. Willingness to submit license checks for insurance before employment for verification.
- Ability to pass USDOT general health and eye exam.
- One or more years of experience as a delivery driver or warehouse maintenance.
- An outgoing individual who is comfortable meeting new people and being in unfamiliar situations. Must have the ability to communicate with a variety of customers and personality types professionally.
- Ability to handle inquiries and complaints professionally by actively listening without being defensive. Any complaints should be immediately communicated to the Operations Manager.

- Ability to read and understand customer delivery orders.
- Ability to use a tape measure.
- Ability to follow travel directions, use Google Maps.
- Must be physically capable of performing manual labor for extended periods in various climates.
- Ability to handle large and/or fragile objects safely. Additional help will be provided.
- Ability to drive courteously and provide right-of-way to traffic and pedestrians at all times.
- Must always wear seatbelts or any other job site safety equipment as required by OSHA.
- Must keep the delivery truck clean and tidy inside and out.
- Must be a self-starter and be able to manage a number of tasks without constant supervision. Must be able to effectively manage time.
- This position may potentially require some extended travel. The travel will primarily be to customer project locations in VT or out of state, but could also include education and training opportunities.
- Physical Requirements:
 - Physical Requirements for this position can be strenuous, involving activity for extended amounts of time.
 - Walking, both forward and backward.
 - Carrying large objects while walking.
 - Ability to lift 50-150 pounds on a regular basis.
 - Ability to squat, kneel, and bend at the waist.
 - May be required to climb, balance, stoop, kneel, crouch, or crawl.
 - Full range of all body movements is required.
 - A sense of being able to hear, see, and have full power of speech is required. Vision capable of driving in a variety of road and weather conditions, as well as at night.
 - Capable of driving both long and short distances.

Working Conditions:

- Work may require time spent in the warehouse, retail showroom, job sites, and millwork shop. Some of these areas are not climate-controlled and are subject to extremes in temperatures and conditions. Some work on job sites may require that the employee work outside in a variety of weather conditions, including sun, heat, rain, snow, ice, etc. Some work will be performed in climate-controlled locations.

- Because of the nature of New England weather, our work demands attendance in a variety of extremes. Except in the most unusual of weather, deliveries will continue, and attendance at work is expected.
- This position will require 20-30 or more hours of work and could include occasional weekends. Weekend work will be announced and planned for in advance as much as possible.
- This position will have many diverse responsibilities, and may create a periodically stressful environment. The employee needs to be able to manage multiple tasks and remain calm and pleasant despite potentially stressful situations.
- Working with the public requires the ability to manage a variety of personalities and temperaments. This candidate must be able to handle all customer types with a pleasant, professional demeanor.
- Attire while working should include company-provided shirts, denim jeans or work pants, and work shoes/boots. On certain commercial job sites, work boots and hard hats are required. Builder Specialties will provide hard hats and any other agreed-upon attire necessary, such as work gloves or boots.
- OSHA doesn't have a specific "dress code" but mandates that employers provide and ensure the proper use of personal protective equipment (PPE) like hard hats, safety glasses, and appropriate footwear, depending on the hazards present in the workplace.

Authority

- The Delivery position receives authority from the Operations Manager and/or the Owner, necessary to make customer deliveries and maintain an organized warehouse and a neat building inside and outside. Building and grounds maintenance is performed as shipping/receiving/delivery duties allow.

Responsibilities

- Responsible for the maintenance of a neat and organized warehouse and facility.
- Stacking pallets outside in an organized manner.
- Responsible for the maintenance and cleanliness of delivery vehicles, reporting necessary maintenance or problems to the Operations Manager immediately.
- Responsible for communicating to the Operations Manager that the inventory of an item is low when pulling an order.
- On days when there are no deliveries, assisting the Shop Manager by sweeping sawdust and vacuuming it into the dust collection system in the morning after clocking in.

- Responsible for the collection of payments or signatures for charges on deliveries as required. All paperwork will be given to the Operations Manager upon return to the office. This will be communicated in advance of a delivery.
- Ensure that the Builder Specialties delivery and inspection process is adhered to. A copy will be provided for the employee.
- Responsible for the safe delivery of merchandise to customers by working with the Operations Manager for efficient planning and scheduling.
- Unloading all deliveries as received and moving deliveries to the warehouse. Organizing and categorizing new inventory as required.
- Assisting customers as needed with delivery and reporting any issues back to the Operations Manager or the Owner.
- Transact all business in a professional, ethical manner reflecting the values and goals of Builder Specialties.
- Keep the Operations Manager or Owner (in the absence of the Manager) informed of any potential problems or customer complaints.
- Maintain cooperative and positive working relationships with customers, co-workers, and the community in general.
- Maintain a well-groomed and neat appearance as appropriate for this highly visible position.
- Attend weekly and/or monthly staff meetings with other employees to keep informed on matters that affect the successful performance of the company.
- Perform any other duty or task that may be assigned from time to time by the Operations Manager or the Owner.

Measure of Performance

- The warehouse and building is neat inside and out.
- Delivery vehicles are maintained properly and kept clean inside and out.
- Warehouse is organized.
- All deliveries are made promptly and without customer complaints or damage.

- Payments made on deliveries are received and accurately recorded on shipping documents. Payments are given to the Operations Manager or the Owner upon return to the office.
- The Operations Manager is aware of all inventory stock conditions.
- A perception exists that the Delivery person is functioning as a valued and important team member.
- Employees maintain a neat appearance and positive outlook.
- Performance will be reviewed after the first 6 months of employment and annually thereafter, coinciding with the company's annual reviews. Performance meetings may be held as needed in between formal reviews.

Benefits (reserved for permanent positions)

- Paid Time Off (Vacation, Sick time) accrued annually based on time of service.
- 7 Paid Holidays Annually (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, Christmas Day).
- Paid Community Outreach (Volunteer) Time after the first year of service.
- Company activities and possible outings as scheduled.
- Position may move to full-time as business demand requires.
- Position benefits include health and supplemental insurance (AFLAC), retirement (Simple IRA) programs (with company match up to 3%), and a profit-sharing program (new beginning in 2025).
- Starting compensation of \$18-\$20 per hour (depending on experience).