Garden Spot Delivery Person - Job Description

Position Description: As the Delivery Person, the primary focus is efficient and courteous customer service. One must be self-motivated, reliable, and able to work well with others. The Delivery Person must interact well with customers. A clean driving record and experience driving a pick-up with trailer (17’) is required. When not making deliveries, other responsibilities will include unloading trucks, stocking plants, and assisting customers as needed. Delivery Person should be able to lift a minimum of 50 lbs.

This position must successfully interact with the Manager, Day Manager and other Garden Spot staff.

Reports to: Manager

Skill set and educational requirements for position:

* Customer service experience
* Able to represent Garden Spot in a courteous and professional manner.
* Able to operate in a stressful and fast-paced environment.
* Good organizational skills and ability to multi-task.
* Servant hearted, others first team player.
* Possess a valid driver’s license and current vehicle insurance. LA Chauffer or CDL a plus.
* Clean Driver’s Record.
* Familiarity with local streets, neighborhoods, and routes
* Proficient in both oral and written communications.

Duties and Responsibilities:

* Delivers high-quality products to our customers in a safe, courteous, and timely manner.
* Establishes and maintains outstanding relations with customers.
* Reviews and verifies invoices and purchase requests to ensure accuracy.
* Carefully identifies, pulls and loads materials for delivery.
* Inspects delivery vehicles and ensures the safety and security of the loading and unloading process.
* Contacts customers to confirm delivery details.
* Maintains delivery logs and records.
* Determines placement of merchandise on vehicle, follows safety and lifting protocols during deliveries, and conducts safety reviews.
* Responsible for checking reporting to Manager
* Use appropriate manners when addressing customers and others. (eg Yes Ma’am/Sir; When someone says thank you, reply with “My pleasure.” Or “Your welcome.”)
* When not engaged with deliveries:
  + Assist with unloading trucks.
  + Assist with maintenance, care and quality of the appearance of the facility.
  + Assist customers with carts and loading of vehicles.
* Other duties as may be assigned.

Limits of Responsibility:

* Refer customer complaints/concerns to Day Manager.
* No decision-making authority with respect to customers; no delegating or directive authority over other staff team members.

Work Hours: Part-time seasonal position. During peak season typical hours 9-3 daily. Off-peak typically 2-3 days per week, 3 hours per day.

Adhere to the assigned schedule and work hours.

Alert Manager of any schedule conflicts as far in advance as possible.

Do not make ask someone else to cover a shift. If sick, alert Manager/Owner asap.

Arrive 10 minutes before designated start time.

If working until close, the day does not end until the last customer has left the premises.