

Position Objective and Responsibilities

Job Title: Truck Driver

Reports To: _____ in the
_____ department.

Position Objective

To deliver merchandise to customers in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

Position Responsibilities

The truck driver's responsibilities involve delivery and pick-up, reporting, operations, service, safety and maintenance, and other duties as assigned by management.

The truck driver will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Delivery and Pickup

Delivery and pickup involves making deliveries and pick-ups in the most efficient, economical manner possible.

1. Deliver product to and pick up product from specified locations
2. Develop and maintain an efficient routing system
3. Ensure sales tickets are made out prior to loading or delivery
4. Develop and maintain an organized and efficient loading and unloading system
5. Unload merchandise according to customers' requests
6. Verify all items listed on the work order or sales ticket are loaded and delivered
7. Provide the customer with an accurate sales ticket and collect payment if needed
8. Communicate safe storage and handling procedures to customers

Reporting

Reporting involves invoicing all product deliveries promptly and accurately, submitting daily trip reports, and informing your supervisor of outstanding conditions.

Invoice all product deliveries promptly and accurately

1. Ensure all tickets presented to the office are correct
2. Present a copy of each transaction to the customer after each delivery
3. Turn all sales tickets into the office daily
4. Ensure all cash receipts are turned in daily and are accurate

Submit daily trip reports

1. Submit trip report to supervisor daily
2. Fill out trip report completely and accurately
3. Inform your supervisor of discrepancies in your reports and invoices as soon as you are aware of them

Inform supervisor of outstanding conditions

1. Inform your supervisor of potential problems or potential new business opportunities directly or indirectly related to your department

Operations

Operations involves assisting in maintaining efficient operations when not making deliveries or completing trip reports.

1. Load and unload merchandise
2. Pick up grain from farmers
3. Assemble merchandise

Service

Service involves providing customer service that will result in greater sales.

1. Greet customers promptly and courteously with a friendly smile and a hello, and thank them for their business
2. Assist customers with unloading and loading
3. Promptly and courteously answer the phone
4. Respond to after-hours calls from customers
5. Work with customers to resolve problems and report complaints to your supervisor
6. Actively work to increase personal skills and knowledge
7. Attend product, merchandising, and cooperative meetings as requested
8. Wear a clean uniform and be neat
9. Lose no customers due to the quality of service provided

Safety and Maintenance

Safety and maintenance involves delivering orders safely, following regulations, and safely operating and maintaining the delivery vehicle.

Deliver orders safely

1. Use extreme caution while driving in farmers' yards; drive slowly and watch for children, pets, animals, toys, flower beds, hedges, and lawns
2. Watch for overhead wires when using augers
3. Avoid damage to farmers' buildings, bins, or property when positioning for unloading
4. Avoid spilling the product; clean up spillage that occurs
5. Ensure bin doors and covers are closed when delivery is complete
6. Observe and report any unusual activity, problems, and farmers' complaints to your supervisor

Follow regulations

1. Observe OSHA, state, and federal safety regulations
2. Follow all company and regulatory agency safety policies
3. Maintain a valid commercial driver's license

Operate delivery vehicle safely

1. Check lights and safety equipment daily
2. Obey all traffic laws, including:
 - driving within posted speed limits
 - stopping and looking for traffic at all stop signs
3. Drive defensively
4. Report any unsafe equipment or working conditions to your supervisor
5. Allow no riders who have not been approved by your supervisor

Maintain the delivery vehicle

1. Wash vehicle as weather and operating conditions require to maintain a clean vehicle
2. Follow the regular vehicle maintenance schedule provided by your supervisor
3. Report any needed repairs or special maintenance to your supervisor immediately

Other Duties

The truck driver will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

Uphold cooperative policies

1. Uphold all cooperative policies

Perform other duties as assigned by management

1. Perform duties as requested by management

Enforce and uphold the cooperative's credit policy

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current