



**Job Title:** Delivery Driver, non-CDL  
**Department:** DC, Nashua or Hardware  
**Reports To:** Manager  
**FLSA:** Non-Exempt  
**Direct Reports:** None

### **General Responsibilities**

Expedite and complete assigned daily deliveries to customer locations in a safe, friendly and professional manner. Responsible to operate the equipment safely and to ensure each load is complete and properly secured at all times. Position will require safely unloading of product at delivery location which may require by hand or hand truck. Drivers must ensure to maintain a clean driving record and able to maintain a DOT medical card.

### **Essential Duties and Responsibilities**

- Complete the required pre-op to the assigned vehicle, filling out the daily DOT inspection reports and any other paperwork; noting any mechanical problems/defects that may require repair.
- Work with delivery coordinator to layout the most direct route to expedite all deliveries
- Advising the Office when given incorrect directions or addresses and when promised delivery times cannot be met.
- Follow proper delivery procedures as instructed by the shipping and receiving department.
- Properly secure the load on the truck for delivery.
- Always be aware of items that require special attention for transport and handling. Report any damage immediately to Shipper.
- May perform standard maintenance daily to the assigned vehicle, such as: oil and coolant levels, repair/replace small items (breakers, bulbs, etc.)
- Always spot check the truck prior to leaving any location to verify that the order is complete. Interpret all bills of lading vs. the products on the truck, verifying species when possible and confirm quantities.
- Make accurate pickups at vendors and jobsites, as needed.
- When leaving a load wherever people are present, get a name, signature and name of employer. Make sure job sites are safe/secure to assure loads can be dropped safely & promptly. Inform shipper of unsafe conditions in so other arrangements may be made.
- Photograph all product delivered if customer is not present to sign. Make certain photos capture any size information and preorder numbers.
- If no one present to sign, advise supervisor who will determine best course of action.
- Provide a high level of customer service and present in a professional manner including wearing company issued clothing and maintaining proper hygiene.
- Assist in warehouse functions as needed. Assist in loading or unloading a specific truck or with the completion of an order.
- Other related operational tasks are assigned (i.e. assist in snow removal)
- Regular attendance is an essential function of this job.
- Always maintain a positive image as a Norfolk Hardware and Norfolk Kitchen and Bath employee. Address all situations in a professional manner.
- Adhere to Norfolk Hardware and Norfolk Kitchen and Bath standards and follow the regulations in the Norfolk Hard- ware and Norfolk Kitchen and Bath Employee Handbook.

Rev. 9/2017

*The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The job duties may be changed at any time at management's discretion. This job description is not intended to create contractual obligations of any kind.*



### **Knowledge, Skills and Abilities**

- Knowledge of delivery area and ability to use GPS/Map book
- Able to demonstrate safe driving habits and pass a road test
- Good communication and customer service skills
- Knowledgeable of state and federal DOT regulations
- Employee is also required to read and comprehend English.
- Able to use handheld devices for delivery recordkeeping as well as check texts and emails as needed.

### **Education and Experience**

- 5+ years delivery experience using a box truck (up to 26')
- Clean driving record. No accidents within last 5 years.
- Position requires a current DOT Medical Card.

### **Physical Requirements**

- Able to lift 50 lbs without assistance and up to 100 lbs with a 2-person lift
- Able to sit for long periods of time
- While performing the duties of this job, the employee is regularly required to talk and hear.
- Specific vision abilities required by this job include close and night vision (based on job tasks).
- Noise level in the work environment is usually moderate to heavy.
- Almost always exposed to outside weather conditions.
- Frequently required to walk distances over 200 yards both flat surface and construction sites
- Frequently required to lift and securely carry fragile items of 80+ pounds for a moderate distance.
- Frequently required to climb stairs to deliver products.
- Frequently exposed to heavy equipment such as delivery vehicles or fork trucks.
- Employee will regularly be exposed to construction materials and visit construction sites.
- Subject to post accident drug and/or alcohol testing while employed by the company.
- Able to wear work boots, hard hat, safety glasses, safety vests as required by delivery location.

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