

Position Description

Delivery Driver / Warehouse

Location: Weaver Associates – 1032 New Holland Avenue, Bldg 16, Lancaster PA 17601

Reports to: Ed Geib

Company Objective:

Committed to our employees to assist with personal and professional growth and leadership, and to provide our customers with a great experience everyday.

Purpose of Position:

- Learn, manage and continuously improve the process of delivering goods to our customers
- Maintain warehouse and keep in clean, functioning condition
- Efficiency is key to our success and routing your day accordingly is imperative.
- Daily Responsibilities:
 - Evaluating all deliveries for the day and plan a route that is most efficient
 - Load the van in such a fashion that it coordinates with your schedule of deliveries
 - Checking over all product upon entering and exiting the warehouse and delivery vehicle to ensure it is in proper shape, clean, properly boxed and in visually appealing for delivery. Keep in mind this single package represents our company
 - Deliver with a smile, complete delivery requests for customers (within reason)
 - Report any comments or concerns that customers may make to you with your supervisor. You may hear and see many things that we won't so it's important you share these things. Even an insignificant comment to you may be a imperative for us to educate customers, learn and grow as a company.
 - Thank customers for their orders no matter how large or small. "Thank you for the order, is there anything else I can help you with today?"
 - Keep the delivery vehicle clean – both inside and out. This is also a large representation of our company. It is a traveling billboard that should always be clean.
 - It is your responsibility to report any vehicle issues, concerns, keep track of oil changes and yearly inspection.
 - Keep the warehouse clean and break down boxes daily.
 - Empty toner (returns) should be skidded immediately and not put on floor until the end of the day.

- **Personal Characteristics:**
 - Detail Oriented – You must make sure you deliver the proper product to the proper customer. Many items are similar so it's key you read everything in its entirety and pay close attention to item numbers to ensure you are delivering the right product. There are also many notes about delivery locations/times/contacts that need to be reviewed prior to delivery. Make sure you take the time to look over everything in detail before it is loaded and delivered.
 - Communication – This is key for us. Ask questions, talk to us, communicate with the customer. Increased communication equals increased success.
 - Appearance - You are essentially the face of the company – you are the one that people see and associate with Weaver Associates the most. It is very important that you wear the uniform provided to you. Shirt should always be tucked in and hair pulled back (if applicable) and your overall look be clean and approachable.

- **Physical Capabilities**
 - Must be able to lift at least 75lbs
 - Must have valid PA drivers license (commercial not necessary)
 - Forklift operating experience/certification a plus but not required
 - Subject to alcohol & drug screening