

POSITION TITLE: ROUTE DELIVERY PERSON

POSITION SUMMARY:

Satisfy and retain customers by delivering products in a timely and professional manner. Identify/report service problems related to the functioning of the equipment. Provide exceptional customer service.

MAJOR DUTIES AND RESPONSIBILITIES:

Improve customer satisfaction and retention:

- Deliver and remove all scheduled products (PE, DI, salt and chemicals, POU filters, bottled water) in an efficient, safe and timely manner.
- Respond to customer requests/inquiries courteously and without delay. Take appropriate and immediate action to resolve complaints. Communicate clearly and positively with customers, including legibly completed documents.
- Seek opportunities for additional sales.
- Load and unload truck. Ensure that all material necessary for the day's work is on the truck; position or dump exhausted tanks so they can be regenerated.
- Keep customer's property secure at all times, i.e. house, keys, security code, lockbox combination, pets. Take steps to avoid damage to customer property.
- Ensure all equipment is set and operating properly. Notify customer or office if any maintenance is required.
- Maintain open and positive communication with other employees, departments and dealerships. Provide assistance where possible to support company-wide goals to exceed customers' expectations.
- Maintain a positive Culligan image.

Actively support a positive team environment that is conducive to the efficient and effective "serving" of our customers; safeguard company assets.

- Take precautions to avoid accidents and ensure the safety of everyone. Immediately report all accidents, personal and property, to Manager.
- Maintain and operate company vehicles in a proper and safe manner. Perform daily truck inspection and advise if maintenance or repairs are required.
- Safeguard company equipment and products, keeping track of material delivered and returned.
- Collect all applicable customer payments and provide receipts as required.
- Accurately and legibly complete all required forms and reports.
- Know and follow company policies and procedures; identify need for and suggest change when appropriate.
- Assist/train other employees as requested.

Perform other related duties as assigned or requested.

POSITION REQUIREMENTS:

- High school diploma or equivalent.
- Ability to read/write and communicate effectively.
- Ability to handle repetitive weight of 165 lbs.
- Valid driver's license and arrest-free driving record.
- Complete assessment inventories.
- Pass Company physical assessment.
- Pass drug-screening test.
- Pass Department of Transportation physical when required.