

## **Route Delivery Technician**

### **JOB DESCRIPTION**

#### **Summary/Objective**

Retain and increase customers by delivering products and services in a timely and professional manner. Identify and report service problems related to the functioning of the equipment. Provide exceptional service.

#### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Deliver and remove all scheduled products in an efficient, safe and timely manner.
2. Respond to customer inquiries in a courteous manner. Promptly respond and resolve every customer inquiry.
3. Load and unload truck with forklift.
4. Seek opportunities for additional sales.
5. Keep customers' property secure at all times. Take precaution to avoid damage to customer property.
6. Ensure all equipment is operating properly. Notify customer and office if any maintenance is required.
7. Maintain open and positive communication with other employees, departments, and dealerships.
8. Take precaution to avoid accidents and ensure the safety of everyone.
9. Maintain and operate company vehicles in a safe and proper manner. Perform daily truck inspection and advise if maintenance is needed.
10. Accurately and legibly complete all required form and reports, both written and electronic.
11. Keep an accurate record of products delivered and returned using a handheld device.
12. Collect customer payments and provide receipts as required.
13. Perform work with Sterling Water company values in mind:
  - Integrity: Do the right thing. Trust and honesty are essential in everything we do.
  - Safety: Take action to prevent accidents and injuries.
  - Teamwork: Work together to accomplish our goals.
  - Continuous Improvement: Search for and implement better ways.
14. Other duties, as assigned

#### **Key Performance Behaviors**

Successful Sterling Water employees consistently meet or exceed the following key performance behaviors: Adaptability, Learning, Continuous Improvement, Customer Focus,

Decision-Making, Delivers Results, Integrity, Safety Focus, Teamwork, Technical Knowledge, and Communication.

**Supervisory Responsibility**

This role has no supervisory responsibilities.

**Work Environment**

While performing the duties of this job, the employee frequently works in outside weather conditions, the truck, and customer homes/place of business. The employee is occasionally exposed to hot/cold conditions, dust/dirt, smells, and may work with hazardous chemicals.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of the job, the employee is constantly required to use hands and fingers to feel, handle objects or controls, and reach with hands and arms. The employee must frequently lift and carry up to 50 pounds and occasionally lift, move, carry, or cart up to 220 pounds. Proper lifting techniques are required. The employee is frequently required to talk, read, write, and hear. The employee is occasionally required to climb, stoop, kneel, and crouch.

**Position Type and Expected Hours of Work**

This is a full-time position. Days and typical hours of work are Monday through Friday, 7:30 a.m. to 4:00 p.m., 40 hours per week.

**Required Education and Experience**

1. High school diploma or GED diploma, or one to three months' related experience and/or training, or equivalent combination of education and experience.

**Preferred Education and Experience**

1. Previous customer service experience
2. Previous commercial truck driving experience
3. Forklift training and/or experience
4. Previous routed delivery service

**Additional Eligibility Qualifications**

1. Valid Driver's License
2. Obtain Department of Transportation Health Card

**Work Authorization**

Must be legally authorized to work in the United States of America.

**Equal Employment Opportunity Statement**

Sterling Water, Inc provides equal employment opportunities to all employees and applicants for employment. In addition to federal law requirements, Sterling Water, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment. Sterling Water, Inc. expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Sterling Water, Inc.'s employees to perform their job duties may result in discipline up to and including discharge.

**Classification**

Non-exempt

**Reports to**

Service Manager or Dealership General Manager

**Revision Date**

10/12/2021

**Travel**

The position requires daily, local travel. No overnight travel is expected for this position.

**Signatures**

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_