

HPM Building Supply Job Description

Job title:	Driver I/II – Rooftop Delivery	FLSA:	Non-Exempt
Location:	Hawaii	Reports to:	Depends on location
Department:	Delivery	Last Updated:	05/13/2020

Job Summary

As a building materials supply company, our customers range from do-it-yourselfers, to owner-builders, to professional contractors of all sizes. Our customers rely on us to get them the products they need to complete their jobs, on time. As the one delivering orders directly to our customer job sites, the Driver is the face of HPM. The Drivers perform a critical role of not only delivering orders safely and on time, but also providing an experience that wows our customers. This requires top-notch customer service and staying in regular contact with dispatch to get orders out efficiently and on schedule.

Essential Functions

- Maintain excellent safety standards by conducting daily walk through and inspections of delivery equipment and timely submittal of the following:
 - Pre, ongoing and post trip inspections, as necessary
 - Daily driver vehicle inspection reports (DVIR)
 - Daily forklift inspections
 - Maintenance request/work repair order requests
- Safely and optimally load, unload and deliver customer goods on schedule or advised by supervisor by using a forklift and/or specialist rooftop delivery equipment.
- Provide an excellent level of customer service, while driving sales by:
 - Greeting customers on worksite with accurate orders
 - Ensuring our customers feel valued and want to continue doing business with us
 - Working with a sense of urgency and managing time on job sites, with a target of no longer than 30 minutes on any one site
- Ensure accuracy when processing customer delivery orders, by carefully double-checking orders ensuring the right products for the right orders are optimally loaded and ensuring customer signature is captured and pictures uploaded of the delivered materials.
- Maintain effective communication throughout the day with drivers, dispatch, customers and supervisor on whereabouts, estimated times of arrival and any changes or issues to ensure excellent service standards are met.
- Provide delivery support for other orders, when there are no scheduled rooftop deliveries scheduled or as needed.
- Comply with federal motor carrier safety regulations, local speed and traffic laws, company policies (safety, personnel and operational) and applicable laws and regulations.
- Other projects and responsibilities may be added at company's discretion.

Job Requirements and Qualifications

Education and Training Requirements: High school diploma or equivalent. Commercial license required (Class A). Must be registered on the FMCSA Clearinghouse. Forklift certification, or ability to be forklift certified is required. TWIC & HAZMAT preferred.

Knowledge and Ability Requirements:

- Ability to provide excellent customer service, including but not limited to customer needs assessment, meeting quality standards and evaluation of customer satisfaction.
- Ability to handle sensitive customer information with discretion
- Must be a team player who is able to learn quickly.
- Time management and excellent communication skills required
- Proficiency with delivery mobile device (provided on company phone).
- Ability to safely and quickly operate all delivery equipment to an exact position for delivery.
- Ability to safely and quickly operate all delivery equipment to an exact position as needed for delivery.
- Physical requirements include the ability to twist, bend, squat, reach, climb a ladder and sit for extended periods of time.
- Knowledge of building materials/constructions process is a plus.

Experience Requirements: Previous commercial driving experience is required. Forklift and rooftop experience are preferred.

Other Information

- Punctuality and regular attendance required
- Strict adherence to impeccable safety standards is a must
- Required to wear steel-toed shoes and high-visibility uniform shirt
- Must be able to continuously lift 80-90 pounds, with or without reasonable accommodation. Anything over 80-90 pounds must be lifted with a partner.

Level: I II Level I: CDL Class B; Level II: CDL Class A

Owner* Signature

Manager Signature

Owner* Name (please print)

Manager Name (please print)

Date

Date

**Note: We use the term "owner" instead of employee since we are 100% employee owned!*