

HPM Building Supply

Job Description

Job title:	Rooftop Delivery Specialist	FLSA:	Non-Exempt
Location:	Hawaii	Reports to:	Depends on location
Department:	Delivery	Last Updated:	05/25/2021

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. This requires top-notch customer service and staying in regular contact with dispatch to get orders out efficiently and on schedule.

Essential Functions

- Safely and optimally load, unload and assist in delivery of 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
- Carefully double-check orders and ensuring that the right products for the right orders are optimally loaded and ready for delivery.
- 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 lumberyard support when there are no scheduled deliveries, or as needed
 - Carefully build, stage and double-check will-call, delivery and transfer loads in a timely manner without errors
 - Accurately receive incoming transfers
 - Promptly greet walk-in customers and help find their products
 - Perform BisTrack (Enterprise Resource Planning System) functions
 - Neatly put incoming stock in proper location and up-stock overflow stock
- Other projects and responsibilities may be added at company's discretion.

Job Requirements and Qualifications

Education and Training Requirements: High school diploma or equivalent. Forklift certification, or ability to be forklift certified is required.

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.
- Ability to stay on-task and accomplish assignments in a fast-paced environment with frequent interruptions.
- 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 rooftop and forklift experience 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 ☐ III

- Level I: Less than two years' experience in essential functions, performs job duties, and a consistent performance record
- Level II: Two to less than five years' experience in the essential functions, proficient in all job duties, and has a strong performance record
- Level III: More than five years' experience in the essential functions, has expert knowledge in job duties, and has impeccable performance

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!*