

# HPM Building Supply

## Job Description

<b>Job title:</b>	Driver I / II	<b>FLSA:</b>	Non-Exempt
<b>Location:</b>	All locations	<b>Reports to:</b>	Depends on location
<b>Department:</b>	Delivery	<b>Last Updated:</b>	01/15/2020

## 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

- Using a forklift, safely and optimally load, unload and deliver customer goods on schedule or as advised by supervisor. While maintaining safety standards and excellent customer service, must work with a sense of urgency, limiting time on job sites as much as possible to help ensure the next customer gets their delivery on time.
- Carefully double-check orders ensuring the right products for the right orders are optimally loaded.
- Provide excellent service, making our customers feel valued and want to continue doing business with our company.
- Upon delivery of goods to site, ensure customer signature is captured and pictures uploaded of the delivered materials.
- Maintain communication throughout the day with customers and supervisor on whereabouts, estimated times of arrival and any changes or issues to ensure excellent service standards are met.
- 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
- 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 Driver License B required for Driver I and A is required for Driver II. Forklift certification, or ability to be forklift certified is required. TWIC & HAZMAT a plus, but not required.

**Knowledge and Ability Requirements:**

- Must have ability to masterfully deliver customer service: handle sensitive customer information with discretion, set realistic expectations with customers and effectively and honestly communicate reasons for delays or errors while maintaining customer's satisfaction and faith in HPM.
- Requires ability to problem solve and be resourceful in finding solutions.
- Must have ability to communicate clearly and concisely, verbally and in writing. Ability to follow-up and follow-through in a respectful manner.
- The ability to safely and quickly operate all delivery equipment to an exact position as needed for delivery.
- While maintaining safety and excellent customer service, must work with a sense of urgency, limiting time on job sites.
- Physical requirements include the ability to twist, bend, squat, reach, climb a ladder and sit for extended periods of time. Must be able to lift 50 lbs.
- Knowledge of building materials/constructions process is a plus.

**Experience Requirements:** Previous commercial driving experience is required, and forklift experience is preferred.

**Other Information**

- Punctuality and regular attendance are mandatory
- Strict adherence to impeccable safety standards is a must
- Work environment is outside warehouse exposed to elements; must work rain or shine.
- Required to wear steel-toed shoes and high-visibility uniform shirt

**Level:** ☐ I ☐ II

Level I: CDL Class B

Level II: CDL Class A

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**Owner Signature**

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**Manager Signature**

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**Owner Name (please print)**

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**Manager Name (please print)**

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**Date**

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**Date**

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