

Refreshment Services, Inc.
JOB DESCRIPTION

Job Title DELIVERY SPECIALIST

Department: OPERATIONS

Reports to: DELIVERY SUPERVISOR

Exempt status: NON-EXEMPT

General purpose of the position: To support the Delivery Supervisor by performing the duties of an Driver in their absence, assisting the Drivers with training and coaching; acting as a liaison between the Driver and Merchandiser team members and the Sales Supervisors, maximizing employee performance, cooperation and teamwork.

Duties & responsibilities:

- On a daily basis, determine the staffing needs for the route sales/delivery department to cover for any employee absences, vacations, vacant positions, etc. Perform any needed job duties of route sales/delivery for the day. Coordinate with the Delivery Supervisor and drivers to ensure all jobs are covered.
- Communicate any additional labor needs to the Delivery Supervisor.
- Perform any delegated supervisory duties in the absence of the Delivery Supervisor.
- If there are no staffing needs in route sales/delivery, communicate with other Supervisors to determine what other departments/jobs need assistance. This could include: merchandising, warehouse, service, other general duties, etc.
- Provide training to new route sales and/or delivery staff.
- Communicate any service, delivery or other employee performance issues discovered, to the appropriate Supervisor/Manager.
- Provide input to the Supervisors & Managers, regarding suggestions to improve efficiencies, to increase sales, and to increase employee & customer satisfaction.
- Attend periodic scheduled staff meetings.
- Communicate any equipment service needs to Service Department or Plant office staff.
- Assure adequate product levels at customer locations.
- Ensure close or out of date product is handled per appropriate procedures.
- Communicate any customer service or delivery issues to the appropriate supervisor.
- Merchandising duties, prepping/rotating as needed, to ensure efficiencies within all departments.
- Determine POP needed for each customer and proper placement.
- Other duties as assigned.

Education & experience:

- High school diploma or GED required.
- Valid driver's license. Motor Vehicle Record must show no more moving violations than are allowed by our Driver's license policy.
- Must possess a Commercial Driver License (CDL) Class A **within 35 working days**
- Must have previous route sales, route delivery or presell experience with our company or in a similar industry.

Skills & abilities:

- Must have good overall knowledge of beverage industry operations and sales.
- Must have strong sales skills
- Must have strong customer service and communication skills.
- Must be able to follow written and oral instructions.
- Must have basic math skills.
- Must have good organizational skills.
- Must be able to regularly lift up to 60 lbs.

Physical demands:

- Frequent lifting of up to 60 lbs.
- Frequent pushing, pulling, bending, stooping, standing, walking and stair climbing.
- Moving product and/or loaded carts up and down stairs.
- Work in varying job conditions including; heat, cold, damp, wet, inside, outside