

Refreshment Services, Inc.  
JOB DESCRIPTION

Job Title: DELIVERY SUPERVISOR Department: OPERATIONS

Reports to: OPERATIONS MANAGER Exempt status: EXEMPT

*General purpose of the position:* To plan, organize, develop and direct the Delivery Drivers to help achieve sales, profit & customer service goals, in accordance with company goals, policies and departmental budget.

*Duties & responsibilities:*

- Monitor and direct the Delivery Drivers to ensure all delivery schedules are met, while providing a high level of customer service, to both internal and external customers.
- Maintain adequate staffing levels for department through effective interviewing and selection processes, as well as utilizing tools to decrease employee turnover.
- Ensure employees receive proper training in job duties, safety, and policies & procedures.
- Monitor employee performance and provide consistent performance feedback; including formal performance reviews. Utilize coaching and counseling when necessary to improve employee performance. Conduct disciplinary actions as needed.
- Responsible for all wage and salary administration.
- Work in cooperation with other departments, through effective communication, to review company processes for opportunities for improvement and effective issue resolution.
- Maintain the ability to effectively execute the duties of a Delivery Driver. Perform the duties of a Delivery Driver as needed due to absences, staff openings, etc.
- Other duties as assigned.

*Education & experience:*

- 2 years interdepartmental experience required; or 2 years of previous management experience; or combination of both.
- High school diploma or GED required. College course-work or Associates degree preferred.
- Class A Commercial Driver's Permit is required at time of hire. Class A Commercial Driver's License must be obtained within 35 working days. Motor Vehicle Record must show no more moving violations than are allowed by our Driver's license policy.

*Skills & abilities:*

- Must possess leadership ability and team-building skills to effectively supervise staff and interact with all other levels of staff.
- Strong verbal and written communication skill required.
- Must have well developed problem solving skills.

- Must possess the ability to seek out new methods and principles and be willing to incorporate them into existing practices.
- Must be computer literate.

*Physical demands:*

- Frequent lifting of up to 60 lbs.
- Frequent pushing, pulling, bending, reaching, stooping, standing and walking.
- Work in varying job conditions including; heat, cold, damp, inside, outside.