



Position Title: Delivery Personnel / Driver
– Party & Events Industry

Position Tasks & Activities:

- Load and unload equipment.
- Prep equipment, if necessary, prior to loading.
- Deliver and pick up equipment.
- Maintain accurate delivery and pickup records.
- Secure customer signature on contract, if not already signed.
- Inform supervisor of difficulties with deliveries or pickups.
- Place delivery and in-store returned equipment in appropriate area for inspection.
- Know specifics and applications of rental inventory, so you can answer questions upon delivery.
- Maintain and comply with company procedures and policies.
- While driving company vehicle:
 - Serve as store representative.
 - Carry driver's license at ALL times.
 - Observe all laws.
 - Complete safety inspection/safety check daily on vehicles (fuel, lights, brakes, etc.)
 - Keep vehicles clean (interior and exterior).
 - Notify store manager of any scrapes, dents or accidents.
 - Notify store manager of any mechanical difficulties.
- Recommend equipment and related items to customers.
- Double check delivered items to make sure customers receive exactly what they ordered.
- Notify dispatcher or store if behind schedule, so customers may be contacted.
- Instruct customers on equipment operation.
- If equipment is missing or broken upon pick up fill out the appropriate forms and get customer's signature. Turn in these forms to supervisor, along with pick up sheets. Tag and move broken equipment to repair area.
- Complete a damaged and missing equipment report.
- Fill in for other positions, when necessary, for smooth operation of the business.
- Attend department, store and safety meetings.
- Perform other duties as requested.

Nature of the Work:

Will load and unload vehicles/trucks and deliver equipment in full or partial loads working with dispatcher/delivery coordinator and delivery assistant. Must service customers in a polite, friendly and professional manner. May be required to assist customers with reservations, contracts, questions, register transactions and order adjustments if necessary.

Working Conditions:

May be exposed to the general range of weather experienced in the area, with the exception of several hours in the warehouse loading or unloading and drive time. Some work areas may not be heated or air conditioned. May have exposure to chemicals, including but not limited to gasoline, diesel fuel, propane, kerosene and cleaning solvents. Propane is an obvious hazard; hence a sense of smell is required. Stooping, crouching, bending, lifting, lowering, reaching, twisting, pulling, pushing, carting and carrying are intermittent tasks that routinely occur.

Education, Skills & Requirements:

- Must be able to lift approximately 70 lbs.
- Must maintain a professional personal appearance.
- Must possess customer relation skills.
- Must maintain a valid driver's license.
- Must be familiar with local roads and be able to read a road map.
- Must be able to use mathematics to solve problems.
- MUST MUST MUST be able to count with accurately.
- Must pass company drug screen.
- Must maintain an acceptable attendance record.
- Must have a full range of motion and dexterity.
- Must be able to provide, understand and complete instructions furnished in written, oral or scheduled form.
- Maintain a cooperative working relationship with co-workers.
- Must be able to maintain a high degree of patience.

This company is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to: veteran status, race, color, religion, sex, marital status, national origin, physical or mental disability and/or age.

Periodically reference the Americans with Disabilities Act (ADA) for changes that affect your business.

The American Rental Association has prepared this publication with the intent of providing current and accurate information about the subject matter covered and it is designed to help Members of the Association conduct their rental businesses. It's distributed with the understanding that the American Rental Association does not render any legal, accounting, medical care, management or other professional advice. If such expert or professional assistance is required, the services of a competent professional should be sought. Due to the rapidly changing nature of the information provided and the law, this publication may become outdated. In no event will the American Rental Association, the authors, the reviewers or the publisher be liable for any direct, indirect or consequential damages resulting from the use of this material.