

Job Title <b>Delivery Person</b>	Effective Date <b>July 2004</b>
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Pay Type <b>Hourly <u>X</u> Salary <u>  </u> Other <u>  </u></b>	Department Name <b>Sales</b>	Job Location <b>Georgia</b>
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Supervisors Title <b>Warehouse Manager</b>
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**BASIC POSITION DESCRIPTION:** (Summary of why job exists)

The Delivery Person is responsible for the accurate and timely delivery of scheduled/routed orders to Besco customers as assigned in the routed schedule of stops for each day. The delivery person is a vital link in ensuring our customers receive the products they ordered, when they requested delivery. It is the delivery person’s responsibility to communicate with the customer, sales, warehouse personnel and their direct supervisor to provide information on the status of customer orders and alert appropriate personnel in the event of any issues that arise during the delivery process. At the close of each day, the delivery person will ensure all deliveries are made as scheduled.

**Key areas of responsibility:**

- Being timely in arrival to the warehouse to ensure sufficient time to check load, check truck and review routed workload for the day, prior to departing to first scheduled stop.
- Inspection of assigned vehicle before leaving warehouse on a daily basis. (Per Inspection Sheet.)
- Ensure all vehicle weights and load distribution is checked before leaving yard and throughout the day’s delivery schedule to ensure load is secured and weight distribution is acceptable.
- Inspect all paperwork for the day prior to leaving yard, to ensure all orders are loaded and orders are accounted for.
- Keeping assigned vehicle clean and organized to present a professional and responsible image to the customer.
- Completing all deliveries as scheduled for the day and alerting supervisor or sales contact in the event of any issues.
- Proper handling of all COD payment from designated customers and disposition of same at close of day.
- Lawful, safe and professional operation of all Besco Steel vehicles including complying with all vehicle operating standards and state driving and highway traffic regulations.
- Keeping track of scheduled PM’s on assigned vehicles.
- Complete all assigned reports, daily log sheets and maintenance forms as prescribed.
- Complete end-of-day procedures including transfer of all delivery paperwork to office.

**Essential Job Functions:**

The Delivery Person is responsible for taking ownership of each day’s assigned delivery schedule of customer order deliveries. By approaching each day as an opportunity to represent Besco Steel with our customers and building rapport with customer personnel, our delivery personnel play a vital role in customer contact. Our number one goal at Besco is to deliver superior customer service, which includes doing all we can to support and satisfy the customer. By presenting a conscientious, professional manner and being organized and timely, our delivery personnel can help overcome issues that arise in the delivery and order completion process.

Due to the weight associated with delivering steel products, it is imperative that our delivery personnel practice safe, aware and attentive driving habits; take extra care in watching speed and vehicle position on the road; and always be alert when operating Besco vehicles.

Our delivery personnel are equipped with phones or radios in their vehicles and are expected to alert warehouse or sales personnel in the event of a delivery issue. If the issue cannot be addressed by the delivery person, seeking support / help from other personnel can improve issue resolution and reduce redundant delivery trips and waste. Performance factors include accurate and complete deliveries, execution of all paperwork in a timely fashion, proper handling of cash or check COD customer payment and proper maintenance and care in operating company vehicles.

**Position Accountabilities:**

- Operating a safe, well-maintained and organized vehicle while executing daily deliveries.
- Ensuring all deliveries for the day as scheduled, are completed and timely return to the warehouse.
- Checking all paperwork and completing all required reports, vehicle logs and documents.
- Receiving payments from COD customers (checks and cash) and properly handling such payments.
- Professional conduct when dealing with customers and internal Besco Steel personnel.
- Maintaining a clean driving record and dependable work service record. (On time and Prepared.)

**Assignment, Review and Approval of Work:**

The delivery person reports directly to the VP of Sales and secondly to the Operations Manager at his or her assigned facility. In the event either or unavailable, the delivery person should be proactive and contact sales or other internal personnel to solve any issues that arise. The delivery person may also be supervised in some cases by the 1<sup>st</sup> or 2<sup>nd</sup> Shift Supervisors.

**Education and Job Experience Requirements:**

A high school education is recommended by not required. Delivery person must be a least 21 years of age and have a clean driving record. The employee must also pass a DOT drug screen and physical exam along with a DMV review for this position.

Previous steel industry or heavy material delivery is desirable but not required. Warehouse, heavy machinery and/or other manufacturer experience are desirable. Willingness to work long hours, complete tasks on time, and operate in an intensely physical environment are critical traits.

**Profit & Cost Impact:**

The Delivery Person is responsible for the following performance criteria:

- Accountability for on-time work habits and dependability to meet scheduled customer deliveries.
- Operating a safe and well-maintained vehicle at all times, and meeting PM requirements.
- Responsible for minimizing expenses related to operating company vehicle.

**Working Relationships:**

**INTERNAL**

- Sales Personnel
- HR Department
- VP of Sales
- Operations Manager
- 1<sup>st</sup> and 2<sup>nd</sup> Shift Supervisors

**EXTERNAL**

- Customers
- Vendors
- PM Contacts

**Other Requirements:**

- Ability to lift heavy materials and perform physical labor over extended period of time.
- Past delivery experience and clean driving record.
- Good aptitude in reading maps and locating customers via assigned directions.