

Delivery Driver Job Description

Company Overview:

Dirty Laundry Linen Service is a team of committed, positive and successful people who are passionate about serving their customers with integrity, honesty and an open-mind. We consistently deliver world class performance and quality that are of the highest value focused on making tomorrow better than today. We are leaders in our industry by educating ourselves, our customers and team, including those around us, in an enthusiastic and positive way.

Our Vision: *To become the premier laundry service to the hospitality and special event industry, not just the largest but the best in quality, service, and integrity.*

Our Mission: *Dirty Laundry Linen Service is a professional laundry service focusing on the hospitality and special event industry. We achieve excellence by providing unparalleled service, timely delivery and superior cleanliness of product. Our professional, motivated and spirited team, ensures our success.*

Our customers desire growth, innovation, change and action. They have a winning attitude and a passion to be the best. They are committed to excellence and achieve success by executing their system, which is supported by the quality and value provided by DLLS.

Position Overview:

Position Title:	Delivery Driver
Position Status:	W-2 Employment
Reports To:	Production Manager
Salary:	Hourly Rate, D O E

Job Summary:

The Delivery Driver at DLLS is responsible for performing timely and efficient pickups and deliveries to customers. As a team member of DLLS the driver will help promote good public relations by handling all situations in a professional and respectful manner. The driver will verify the daily delivery schedule, load all outgoing linens in the morning, run daily route delivering clean linen while picking up dirty linen and returning to plant. Upon arrival at the plant driver is to unload all dirty linens, ensuring that each cart contains only one customer, customer's count sheets and is properly tagged, then left to be processed in.

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Essential Job Duties and Responsibilities: (Additional duties may be assigned)

Pre-Delivery

- Complete pre-trip inspection on your assigned vehicle using a DOT approved form
 - Visually inspect the entire vehicle for any damage, scratches, dents or other obvious physical damage and notate it on the pre-trip form
- Load all carts for your route and ensure that your load is secure inside of the cargo bay
 - Verify that each customer listed on your route, has all of their carts loaded before you leave the plant
- Leave DLLS at the assigned time to allow arrival at your assigned customers on the route at designated delivery times
- Fuel up truck at a service station located on your route, if fuel level is low
- Ensure truck has adequate level of Def fluid to complete route, if low fill prior to leaving plant
- Check designated area in office for potential changes to delivery route for the day
- View customer HOLD list daily to determine if any customers on your route will not be able to receive service
- Utilize cart covers to cover carts in rainy weather before loading onto truck

Daily Routes

- Verify that all carts are tagged with the proper customer tag at all times
- Relay all customer special requests to the Production Manager as soon as you are notified
- Contact Production Manager if issues arise relating to pickups or deliveries
- Safely drive your assigned vehicle while continually showing courtesy to other drivers and pedestrians at all times
- Notate any changes to customers pickup / delivery location or customer information and relay to the Office Manager as soon as you are notified

Post-Delivery

- Unload carts by utilizing the unloading bay in the soiled linen room in rear of the plant
- Verify that all carts are tagged with the proper customer tag
- Park truck in designated parking area once unloaded
- Clean out cab and box of truck by removing any trash or other items as necessary
- Check designated area in office for potential changes to delivery route for tomorrow
- Relay any information you have to the Production Manager before you leave for the day

Customer Knowledge

- Familiarize yourself with all customers:
 - Pickup / Delivery location
 - Special requirements
 - Linen types
 - Names of anyone you will interact with
- Promote good public relations by handling any customer concerns in a professional and respectful manner
 - Direct any questions / concerns you are unable to address to Office Manager
- Monitor and enforce performance standards to ensure high-levels of service, quality and customer satisfaction, remembering that you represent DLLS and are the face of our team

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General Requirements

- Maintain well-groomed appearance
- Wear company issued uniform
- Maintain personal cell phone to utilize for use in communicating with DLLS during working hours
- Uphold a level of flexibility in work assignments and work schedule
- Ability to use a “hand held” device for signatures or get delivery paperwork signed at each customer’s place of business
- Keep vehicle fuel and Def fluid at sufficient levels to ensure daily route requirements can be fulfilled in a safe & timely manner
- Report any auto accident, damage or other incident that occurred while you were driving to the Managing Partner immediately

KPI (Key Performance Indicators):

Pre-delivery:

Completion and submission of daily pre-trip inspection reports

Maintain zero defects in daily load out and customer deliveries

Fuel level remains ½ tank or more at all times

Daily Routes:

Zero use of handheld devices when operating delivery vehicles

Ensure communication of special instructions or general information received from the customer is relayed to the Production and Office Managers in a timely and efficient manner

Zero complaints from customers, other drivers, pedestrians & general public on driving practices

Post-delivery:

Zero defects on cart tagging and co-mingling of laundry/linens when unloading into soil room

Truck parked in designated parking area

Maintain trash and dirt-free cab and cargo box as well as “like new” exterior of delivery truck

Zero defects when delivery schedule changes mid-week

Customer Knowledge:

Up to date knowledge of daily routes, customers, pick up / delivery points and customer contacts

Politeness & Courtesy shown to each person you come in contact with

Communicate any customer concerns to the Production and Office Managers in a timely manner

General Knowledge:

Always maintain well groomed, presentable appearance

Wearing of company issued shirts / jackets is mandatory

Keeping personal cell phone to communicate with DLLS and customers during work hours

Use of handheld device to obtain customer’s signatures (if required)

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Education and Experience

- High school diploma or GED
- Minimum 1-year commercial driving experience

Qualifications Required:

- Ability to read & write
- Basic math skills
- Proficient in English language
- Valid state issued Class (D) Chauffeur's driver license
- Satisfactory MVR as required by insurance
- Ability to pass criminal background check
- Current DOT medical card
- Must pass drug screen
- Ability to lift, carry, push or pull up to 500 pounds
- Capable of following driving directions with ease
- Attention to detail, prioritizing while multi-tasking

Equipment, Machines and Software Used:

- Must be able to operate a liftgate
- Must be able to operate a hand pump to retrieve Def fluid from a 55gal container
- Must be able to operate a handheld device such as an iPad
- Must be able to obtain a signature using QB Online
- May be required to log soiled linen into Laundry Trak software

Physical and Mental Requirements:

The physical demands described here are representative of those that must be met by a Delivery Driver to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Delivery Driver is occasionally required to stand, walk, sit, use hands to handle or feel objects, tools or controls; reach with hands and arms; climb stairs, balance, stoop, kneel, crouch or crawl; talk or hear; taste or smell.

The Delivery Driver must occasionally lift, carry, push or pull up to 500 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

Work environment characteristics described here are representative of those that must be met by a Delivery Driver to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals' disabilities to perform the essential functions.

While performing the duties of the job, the Delivery Driver will be in and out of a commercial truck frequently as well as in and out of multiple customer locations, varying from an office to a

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warehouse setting. The driver should be prepared daily to work in a variety of work environments that will expose them to weather conditions prevalent at the time.

Disclaimer:

- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent must possess the abilities or aptitudes to perform each duty proficiently.
- This job description in no way implies that this is an “employment contract” between the company and the employee. The employee understands and agrees that they are an “employee at will” and as such can be subject to disciplinary actions up to and including termination for failure to perform their responsibilities.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities

To apply

Acknowledge that:

- I have read this job description and understand the expectations set forth
- I meet the physical and mental requirements of this job
- I am capable of following the guidelines set within

Email completed job application to admin@nolalaundry.com no later than 3/25/21

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