

Job Description: Route Sales Driver

Summary:

Perform a wide variety of duties specific to handling point of sale interactions and product distribution directly with customers. Pay close attention to detail. Deal with customers effectively. Work harmoniously with other employees, giving the assistance necessary to satisfy customer needs and expectations. Efficiently transport a wide range of items to or from customers in a manner that meets customer requirements, exhibits professionalism, and incorporates best known practices. Must be committed to safely executing duties in a variety of settings. Get to know each customer “thoroughly”. Develop comprehensive knowledge of the benefits of company services and products. Devote the time and effort necessary to be a success. Operate efficiently and effectively with a minimum of close supervision. Develop and maintain self-confidence and a positive attitude toward the company and its customers. Develop and maintain a highly respectable image of the company in the eyes of customers, vendors, and competitors. Gain a working knowledge of customer processes and competing products and companies.

Qualifications:

Preferred minimum level of education: High School Diploma. A valid truck driver’s license (CDL) and skill in safely operating different types of trucks are required. Yearly physical certification is necessary. Experience in sales and/or purchasing or customer service, as well as basic knowledge of electrical and mechanical apparatus, are desirable. Excellent Character. Dependable. Reliable.

Special Skills:

Ability to deal with customers effectively and promote strong company image. Must maintain a professional manner at all times. Ability to communicate clearly and promote good customer relations. Ability to communicate technical data & standards. Accuracy and neatness in working with documentation. Highly organized. Ability to interact with others under pressure and in a team effort is essential. Ability to respond during non-traditional hours. Ability to listen and identify customer needs in order to recognize quickly which company services and products are most beneficial. Ability to keep accurate records of travel, mileage, and sales related communications and expenses.

Job Description: Route Sales Driver

Physical Abilities:

To perform this job successfully, an individual must be able to:

-) Frequently lift and/or move up to 50 pounds; talk and hear.
-) Regularly lift and/or move up to 25 pounds; stand; walk; use hands to finger, handle, or feel and reach with hands and arms.
-) Occasionally lift and/or move than 100 pounds; climb or balance and stoop, kneel, crouch, or crawl.
-) Clearly see 20+ feet with or without corrective lenses. Have ability for close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Mental Abilities:

-) Basic mechanical aptitude. Rudimentary knowledge of pneumatic, hydraulic, electrical and mechanical systems preferred.
-) Strong business communication skills and ability to promote professional image.
-) Fundamental knowledge of Hoists, AC and DC motors and motor applications preferred.
-) Ability to understand, perform and retain various skill-related training and operational and safety procedures.
-) Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
-) Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
-) Coordination — adjusting actions in relation to others' actions.

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Work Performed:

Read job cards to determine: job status, work authorizations / limitations, estimate, description of problems, and / or expected serviceability.

Transport and deliver goods in accordance with a schedule, including emergency, rush deliveries or pick-ups that require overtime.

Verify count and condition of transported items, reporting any damages applicable.

Assist in loading and unloading freight.

Secure loads properly.

Assure that loads are within weight limits.

Operate a truck in a safe and reliable manner.

Comply with all Department of Transportation (DOT) standards and regulations.

Report any vehicle problems or defects to supervisors immediately.

Maintain and operate vehicles in a manner that projects a positive company image to customers and the general public.

Maintain a good driving record.

Ensure good customer relations by consistently delivering orders on time and by acting in a courteous, professional manner.

Respond to customers in a courteous and timely manner.

Maintain a record of all customer interactions.

Process customer orders in accordance with required specifications and standards.

Route all paperwork to proper departments.

Act as liaison to customer for shop / sales / product / service assistance.

Follow inventory control procedures as instructed.

Confer with office, service center, and management staff on issues related to customer service.

Assist with physical inventory counts.

Maintain DOT log / records.

Track all activities to insure timely follow-up on customer inquiries.

Job Description: Route Sales Driver

Work Performed *Continued:*

Attend company and/or vendor / manufacturer sponsored training seminars to improve product knowledge and/or job skills.

Learn as much as possible about every customer – e.g., their specialties, needs, personnel, organizational structure, financial position, processes, etc., provide intel

Maintain a clean, neat, and professional appearance on all customer visits; take reasonable precautions to insure good health; and maintain standards that customers and suppliers will respect.

Measure for or note proper replacement parts. Correctly requisition needed items from service center office, as approved by supervisors.

Follow company procedures for requisitioning and charging for materials and parts.

Complete required paperwork and / or data input accurately and on a timely basis.

Observe all safety procedures and use proper protective gear (especially eye and ear protection)

Assist other mechanics or other service center personnel in skilled or non-skilled duties as directed.

Work Activities:

-) Getting Information — observing, receiving, and otherwise obtaining information from all relevant sources.
-) Making Decisions and Solving Problems — analyzing information and evaluating results to choose the best solution and solve problems.
-) Communicating with Supervisors, Peers, and customers— providing information to supervisors, co-workers, and customers by telephone, in written form, e-mail, or in person.
-) Handling and Moving Objects — using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
-) Performing General Physical Activities — performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.

Job Description: Route Sales Driver

Minimum Requirements:

-) Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
-) Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
-) Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
-) Initiative — Job requires a willingness to take on responsibilities and challenges.
-) Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
-) Availability – Must be available to work outside normal business hours on occasion.
-) Familiarity with electro mechanical rotating apparatus preferred
-) CDL