

# Home Delivery Driver

## Second Harvest Food Bank CCL Position Description



<b>DEPARTMENT:</b>	Programs
<b>REPORTS TO:</b>	Direct Service Specialist
<b>WORK HOURS:</b>	40
<b>LOCATION:</b>	Springfield, Ohio
<b>FLSA STATUS:</b>	Non-Exempt/Hourly
<b>SUPERVISORY:</b>	No
<b>REVISION DATE:</b>	January 2022

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### Position Summary:

The primary role of the home delivery driver position is to operate food bank vans to deliver food and essential non-food items to qualified neighbors in our three-county service area. This role is essential to our mission of providing hunger relief.

### Essential Job Functions:

- Load, transport, and delivery of essential items to neighbors who receive delivery on a weekly basis.
- Accurately and timely completion of all deliveries to neighbors.
- Maintain vans by performing daily inspections, cleaning all spills immediately, and washing each van at minimum once per month, including cargo area; Notify direct supervisor of maintenance issues for proper resolution. Responsible for maintaining excellent relationships with neighbors and effectively addressing any issues those receiving their weekly package(s) may express.
- Thoroughly communicate any question, concern, or opinion of neighbors to the direct supervisor that you are not able to address immediately.
- Deliver days package(s) directly to neighbors' door, this involves navigating stairs, steps, elevators, and other common home features.
- Pull frozen and refrigerated product on day of delivery to maintain proper temperature.
- Maintain Food Safety standards by ensuring proper temperature in cargo area during delivery, running the Refrigeration unit as necessary.
- Adhere to assigned routes and assigned rules for safety and procedures.
- Use online GPS and reporting website to document deliveries throughout the workday.
- Learn client intake procedures and assist on mobile and on-site distributions.
- Work with all the Programs team to move identify and distribute short shelf-life donated product to prevent waste.
- Assist in warehouse organization, van loading/unloading, and inventory management. Work with Alley Walk Up team to ensure all donated product is being distributed, limiting waste.
- Participate in food bank events such as Post Office Food Drive and Holiday Food Drive by delivering and retrieving barrels, signage, and coin cans as necessary.
- Delivery of Commodity boxes to senior distribution sites.
- Assistance in warehouse organization and cleanliness.

**Reporting:**

- Maintain and submit all receipts, fuel, maintenance on daily basis as received.
- Use PantryTrak® and Routific® to record deliveries in real time throughout the workday.
- Provide feedback to direct supervisor on the home delivery program.
- Report any vehicle problems to the direct supervisor immediately.

**Support of Agency Mission and Operations:**

- Cross trained to other warehouse positions and food bank software.
- Assists with on-site distributions as needed.
- Assists as needed in warehouse team operational coverage.
- Attends meetings, presentations, and trainings as required.
- Complies with and meets departmental goals and objectives.
- Learns, teaches, trains, and adheres to all Feeding America and AIB required standards.
- Receives and maintains ServSafe certification.
- Assists in warehouse organization and cleanliness.
- Works with volunteers and other staff to increase efficiencies of the operation.
- Assists in rapid recognition and resolution of general and food safety issues.
- Provides superior customer service to all neighbors and partner organizations.
- Participates in AIB certification.
- Other duties as assigned.

**Supervisory Responsibilities:** None**Education and Certifications:**

- High School Diploma, 3-5 years of work experience.
- Valid Ohio Driver's license. Good driving record.
- CDL A or B preferred.
- Meet the most current regulations stipulated by the Ohio Department of Transportation for commercial drivers such as annual physicals, drug screening, etc.
- OSHA required forklift certification, or ability to be certified preferred.

**Skills, Qualifications and Experience:**

- Meet the most current regulations stipulated by the Ohio Department of Transportation for commercial drivers such as annual physicals, drug screening, etc.
- Ability to effectively work independently.
- Ability to build relationships with neighbors and organizations as critical to effective work.
- Ability to effectively communicate required standards in a style of coaching and employee support, engagement, and recognition.
- Ability to address conflict in a respectful manner.
- Ability to adequately respond to requests and demands in a timely manner and consistently follow through on projects and issues.
- Demonstrated skills in effective communication and listening.
- Demonstrated ability to record and provide written reports.
- Flexible, adaptable, and responsive to change and modifying plans/strategies as needed to best meet the needs of those involved.
- Personal appearance that always reflects self-respect and professionalism.

- Willingness to adhere to assigned routes, schedules, safety procedures, and transportation laws.
- Strong time management and customer service skills.
- Ability to walk, drive, and lift and carry heavy items for extended period.

**Commitment to Service:**

- Ability to work well with other staff in a collaborative effort to improve services, extend courtesy, friendliness, and overall respect to meet the needs of the organization.
- Personal integrity and awareness of ethical principles and a willingness to accept assignments.
- Sensitivity to needs of neighbors and families served.

**Work Environment:** Vehicle and warehouse environment, with regular exposure to excessive noise, adverse environmental issues, and cooler/freezer temperatures.

**Physical Demands:** Position requires physical exertion to sit, stand, walk, stoop, verbal and written communication by phone or in person. Maximum unassisted lift 50 lbs., normal lift <40 lbs.

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*This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time without notice.*

**Statement of Understanding:**

I have read the above position description and the expectations of the position explained to me. By signing below, I indicate my understanding of what is required of me in this position. I agree to comply by all requirements of Second Harvest Food Bank CCL and Feeding America.

***Employee signature below constitutes employee's understanding of the requirements, essential duties and responsibilities of the position.***

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Employee Signature

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Printed Name

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Date

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Supervisor Signature

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Printed Name

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Date