



POSITION DESCRIPTION

POSITION TITLE	Driver II/Will Call - Campbell
SALARY GRADE	3
JOB CODE	NE-D
STATUS: Non-Exempt	
REVISION DATE	9-1-2011

I. GENERAL JOB DESCRIPTION/PURPOSE:

The Driver II/Will Call - Campbell position supports the operations of the Company in order to accomplish timely delivery of merchandise, in good condition, by complying with all safety requirements, including DOT regulations and company policy, in order to meet our customers' expectations. Associates in this position perform diverse tasks in order to fulfill our company, branch and customer needs in sales, order fulfillment and customer service by fulfilling the leadership requirements and proficiently performing the essential functions.

II. LEADERSHIP REQUIREMENTS (if applicable):

LR Code	Leadership Requirement
LR	<p>Think and behave in alignment with the Companys vision, mission, goals, objectives and Corporate Culture. Build and foster trust with employees, customers, vendors, and the community. Continuously evaluate results and improve the way HPM customers are serviced.</p> <p>Corporate Culture Core Purpose: Bring Enjoyment and Success to our Customers Core Values:</p> <ol style="list-style-type: none"> 1. Honesty, Integrity and Accountability: Assume full responsibility for our personal actions with our customers and each other and operate with integrity in all of our relationships. 2. Fairness and Respect for People: Treat our customers, our suppliers, and each other in the same way we would like to be treated, with respect fairness and dignity. 3. Continuous Self-Improvement: Continually seek to improve ourselves, our work and in the ways we service our customers. 4. Commitment to Excellence: Be satisfied with nothing short of excellence in everything we do.

III. ESSENTIAL FUNCTIONS:

EF Code	Essential Function
EF 1	<p>Delivery Duties:</p> <ul style="list-style-type: none"> * Safely deliver loads at the specified delivery time; may occasionally include Saturday, Sunday and evening deliveries * Comply with Federal Motor Carrier Safety Regulations, local speed and traffic laws * Maintain driver log based on a 7-day, 60 hour work week * Conduct Pre/Ongoing/Post-trip inspections as required and as necessary * Perform loading & Unloading, Strapping & Unstrapping, Tarping & Untarping of freight * Inventory freight at Receiving to validate bill of lading, getting required signature accepting goods * Timely transmit data and complete paperwork as necessary * Assist in routing deliveries to ensure maximum efficiency
EF 2	Customer Service Duties:

EF Code	Essential Function
	<ul style="list-style-type: none"> * Positively contribute to customers; enjoyment and success by providing consistent superior customer service in the most efficient manner possible. * Address multiple customers as necessary. * Determine customers needs. * Locate and accurately pull merchandise for customers orders. * Answer customer inquiries. Advise customers on pricing, ordering, deliveries and returns. Fulfill customer requests. * Develop and maintain proficiency in describing products and services. * Ensure customer complaints are acknowledged and addressed. * Thank all customers and invite them to return. Use appropriate closing statements at conclusion of any transaction. * Answer phone promptly and courteously within company three ring standard. As needed, respond to voicemail inquiries/requests within 24 hours.
EF 3	<p>Warehousing/Lumberyard Duties:</p> <ul style="list-style-type: none"> ◆ Review picking tickets as they are printed in the Will Call Area or assigned by the Order Fulfillment Coordinator and that a Will Call/Delivery tag is affixed. ◆ Ensure all completed orders have been tagged correctly and stored in the proper locations (ie. Will Call shelf, delivery staging area, etc.) ◆ Ensure all picking tickets have appropriate sign-offs and the order location is clearly indicated on the ticket. ◆ Ensure all orders are double checked for accuracy and pulled on a timely basis. ◆ Ensure credit returns are properly put back to stock within 24 hours of the credit being issued. ◆ Properly stock inventory ensuring inventory is rotated on a first in first out basis ◆ Constantly straighten, face, clean merchandise as required. ◆ Perform cycle counts as required.
EF 4	<p>Sales & Product Knowledge Duties:</p> <ul style="list-style-type: none"> * Advise customers on pricing, ordering, deliveries and returns. * Up-sell customers by identifying and suggesting complimentary or related products/services. * Develop and maintain proficiency in describing products/services available within assigned area/department. * Develop and maintain working knowledge of products and services.
EF 5	<p>Other Duties:</p> <ul style="list-style-type: none"> * Achieve assigned financial and operational goals * Comply with company policies (safety, personnel and operation) and applicable laws and regulations * Ensure all merchandise/equipment maintained in a safe and organized manner. * Maintain clean and organized work environment.
EF 6	<p>Demonstrate compliance with HPM Safety & Security policies and processes.</p> <ul style="list-style-type: none"> * Recognize health & safety hazards and immediately report any policy violation, unsafe condition, unsafe act, accident, or illness to your supervisor, Branch Safety Council member(s), or the Corporate Safety Administrator. * Work in a safe manner to protect yourself, your co-workers, and others who may be affected by your actions. * Exercise prevention methods to minimize injury and/or loss. Suggest solutions to mitigate hazards.

IV. OTHER JOB FUNCTIONS:

1. Complies with all applicable training requirements.
2. Performs other duties as required.

V. WORKING CONDITIONS

Company Vehicle Provided

Various indoor and outdoor locations including warehouses, lumberyards, and construction/job sites (exposure to inclement weather)

VI. MINIMAL QUALIFICATIONS:

Knowledge

- *Knowledge of principles and methods for moving people or goods by sea or road, including the relative costs and benefits.
- *Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Skills and Abilities

- *Proficiency in using computers
- *The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- *Talking to others to convey information effectively and speaking clearly so others can understand.
- *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.

- *Reading and understanding information and ideas presented in writing.
- *Communicating effectively in writing as appropriate for the needs of the audience.
- *Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- *Managing one's own time.
- *Visual and Hearing ability, corrected to perform job functions.
- *Operating automated office and warehouse equipment, including forklifts.
- *Lifting up to 50 pounds with absence of physical limitations.

Education and Certification Requirements

High School diploma or equivalent
Ability to obtain and maintain forklift certification
CDL A License Required

Experience

Two (2) years of related work experience or equivalent

VII. OUTPUT EXPECTATIONS

To be mutually agreed upon. See Employee Development Plan (EDP).

Disclaimer: This job description may not comprise all duties that may be required to be performed. Management has the right to change or delete information from job descriptions. The Company acknowledges its responsibility to provide reasonable accommodations to qualified individuals with disabilities to enable them to perform the essential functions of the position.