

Date: January 16, 2014

The Coffee Connection Ltd. is a second generation family business serving Albertans since 1978. With over 4500 clients in Alberta, The Coffee Connection continues to grow and is in need of more team members

Job Code: M1SO1D4

Job Title: Driver 1, Delivery

Industry: Break-Room Services

Job Location: Calgary and area

Job Status: Full Time (37.5 per week)

Employment Type: Permanent

Starting Salary level: 2

Salary range: \$16.50 - \$18.15 per hour

---- Starting salary will be based on industry or driver experience (minimum 3 years) ----

Start Date: Immediate

Requirements:

Pass a police security review

Hold class 5 driver's license or higher

Have a clean drivers abstract

Job Role

Reporting to the Supervisor, Delivery, the role is the delivery and merchandising of the coffee and related products to the customer site.

Job Description

Our Driver/Merchandiser position in Calgary offers a set route of satisfied customers.

The Driver/Merchandiser position involves delivering to customer locations, and, where no on-site support is assigned, assessing their coffee service needs, placing customer orders for coffee supplies, and ensuring customers' coffee equipment is clean.

Your responsibility will also include providing excellent customer service while delivering the coffee and related products, merchandising the products (where necessary) and building long term customer relationships.

You will be responsible for ensuring that customer expectations and needs are fulfilled to their satisfaction.

Job Duties and Responsibilities

Operate and drive automobiles, vans and/or light trucks to pick up and deliver various products

Perform pre-trip inspection of vehicle, ensuring truck is clean inside and out

Wear approved uniforms at all times while at work

Ensure correct loading of vehicle

Operate vehicle in a safe manner, obeying all rules of the road

Comply with all company policies and procedures regarding the delivery of goods

Ensure adherence to all safety procedures both on and off the job site, immediately reporting any violations to the Supervisor, Delivery. Never do anything that puts your safety, or the safety of others, in jeopardy.

Record information on pick-ups and deliveries, vehicle mileage, fuel costs and any problems encountered

Deliver products, brewing equipment, affiliated and miscellaneous supplies to customer locations on established routes

Where no Pre-Write (on-site customer support) support is assigned, cleaning, with attention to detail, of the on-site equipment is required

Collect or pick-up empty containers or unsold or damaged merchandise

Communicate with dispatch regarding parking requirements or any exceptional situations

Loading and unloading products in a safe manner, using provided tools as appropriate (e.g. dollies, lifts, etc.)

Report any vehicle defects, accidents, traffic violations, or damage to the vehicles

Check all load-related documentation to ensure that it is complete and accurate

Perform routine maintenance of the vehicle, as scheduled by the Supervisor, Delivery, and keep records of vehicle service and repair status, following company procedures and/or applicable provincial and federal regulations

Communicate effectively with the customers, and co-workers both verbally and in written form

Maintain customer satisfaction by answering product and service questions and offering information about other company products and services the customer may find desirable

Address customer complaints and resolve or escalate to the Supervisor, Delivery for further action

Loading truck with scanned pre-packaged orders and unload any returning items.

Perform periodic inspections before, during, and after delivery to ensure that load is properly fastened down and is secure

Ensure that material is properly protected from the outdoor elements

Deliver to product, with proper paperwork, to our customers in a courteous and timely manner

Provide feedback to supervision regarding customer problems, mechanical problems, or delivery problems

Complete any necessary paperwork (paper or electronic) at the end of the shift. May include daily logs, inspection logs, delivery receipts, vehicle inspection, hours of work, etc.

Attend scheduled toolbox safety meetings and sign attendance form

Occasionally participate in special events to promote company's products and services

Performs other duties as required by Supervisor, Delivery

Job Skills

High school diploma, G.E.D. or equivalent

Valid driver's license (Class 5 or higher)

1 year experience in delivery

Clean driver's abstract

Clear criminal background check

Defensive driving course is asset

Basic computer skills using programs such as Windows and Outlook on a Tablet computer

Strong mechanical aptitude with ability to perform routine vehicle maintenance

Demonstrated organizational skills with strong oral and good written communication abilities

High level of personal integrity

Strong work ethic

Professional/mature demeanor under stressful situations

Ability to work in a fast-paced environment

Coffee product/machines knowledge is asset

Confident, consistent decisive personality

Must be able to work with little supervision; must be self-directed

Job Conditions

There is **no-smoking** at any time while at work.

Will be required to work both indoors and outdoors in seasonal weather conditions

Basic computer skills to use Tablet computer for product delivery/ordering processes

