

## **Position Objective and Responsibilities**

### **Job Title: Bulk Feed Truck Driver**

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Reports To:

Location Manager in the Feed department.

### **Position Objective**

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To deliver merchandise to customers in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

### **Position Responsibilities**

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The bulk feed truck driver's responsibilities involve delivery and pick-up, reporting, operations, service, safety and maintenance, and other duties as assigned by management. The bulk feed truck driver will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

#### **Delivery and Pickup**

Delivery and pickup involve making deliveries and pick-ups in the most efficient, economical manner possible.

1. Deliver product to and pick up product from specified locations
2. Develop and maintain an efficient routing system
3. Ensure sales tickets are made out prior to loading or delivery
4. Develop and maintain an organized and efficient loading and unloading system
5. Unload merchandise according to customers' requests
6. Verify all items listed on the work order or sales ticket are loaded and delivered
7. Provide the customer with an accurate sales ticket and collect payment if needed
8. Communicate safe storage and handling procedures to customers

#### **Reporting**

Reporting involves invoicing all product deliveries promptly and accurately, submitting daily trip reports, and informing your supervisor of outstanding conditions.

##### **Invoice all product deliveries promptly and accurately**

1. Ensure all tickets presented to the office are correct
2. Present a copy of each transaction to the customer after each delivery
3. Turn all sales tickets into the office daily
4. Ensure all cash receipts are turned in daily and are accurate

##### **Submit daily trip reports**

1. Submit trip report to supervisor daily
2. Fill out trip report completely and accurately
3. Inform your supervisor of discrepancies in your reports and invoices as soon as you are aware of them

##### **Inform supervisor of outstanding conditions**

- Inform your supervisor of potential problems or potential new business opportunities directly or indirectly related to your department

## **Operations**

Operations involves assisting in maintaining efficient operations when not making deliveries or completing trip reports.

1. Load and unload merchandise
2. Pick up grain from farmers
3. Assemble merchandise

## **Service**

Service involves providing customer service that will result in greater sales.

1. Greet customers promptly and courteously with a friendly smile and a hello, and thank them for their business
2. Assist customers with unloading and loading
3. Promptly and courteously answer the phone
4. Respond to after-hours calls from customers
5. Work with customers to resolve problems and report complaints to your supervisor
6. Actively work to increase personal skills and knowledge
7. Attend product, merchandising, and cooperative meetings as requested
8. Wear a clean uniform and be neat
9. Lose no customers due to the quality of service provided

## **Safety and Maintenance**

Safety and maintenance involve delivering orders safely, following regulations, and safely operating and maintaining the delivery vehicle.

### **Deliver orders safely**

1. Use extreme caution while driving in farmers' yards; drive slowly and watch for children, pets, animals, toys, flower beds, hedges, and lawns
2. Watch for overhead wires when using augers
3. Avoid damage to farmers' buildings, bins, or property when positioning for unloading
4. Avoid spilling the product; clean up spillage that occurs
5. Ensure bin doors and covers are closed when delivery is complete
6. Observe and report any unusual activity, problems, and farmers' complaints to your supervisor

### **Follow regulations**

1. Observe OSHA, state, and federal safety regulations
2. Follow all company and regulatory agency safety policies
3. Maintain a valid commercial driver's license, Class A CDL required

### **Operate delivery vehicle safely**

1. Check lights and safety equipment daily
2. Obey all traffic laws, including:
  - driving within posted speed limits
  - stopping and looking for traffic at all stop signs
3. Drive defensively
4. Report any unsafe equipment or working conditions to your supervisor
5. Allow no riders who have not been approved by your supervisor

#### **Maintain the delivery vehicle**

1. Wash vehicle as weather and operating conditions require to maintain a clean vehicle
2. Follow the regular vehicle maintenance schedule provided by your supervisor
3. Report any needed repairs or special maintenance to your supervisor immediately

#### **Job Knowledge**

The bulk feed truck driver will fully understand the requirements of the job so that these duties will be performed in a safe, efficient and customer friendly manner.

#### **Understands the requirements of the job**

1. The bulk feed truck driver will fully understand the requirements of the job
2. Attend meetings and training as requested by management

#### **Quality of Work**

Work is accurate and neat.

#### **Quantity of Work**

The bulk feed truck driver will consistently perform at a minimum the amount of satisfactory work output

#### **Cooperation**

Cooperation means working with others to accomplish company's mission and vision

1. Cooperates with co-workers to safely, effectively and accurately get the daily work done
2. Supports company policies and goals

#### **Initiative**

Expected to begin assignments without direction & recognize the best way of accomplishing tasks.

#### **Attendance and Punctuality**

Expected to be relied upon to report to work as expected and stay on the job

#### **Problem Solving**

The bulk feed truck driver will handle on the job problems in a professional, courteous and expeditious manner.

#### **Other Duties**

The bulk feed truck driver will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

##### **Uphold cooperative policies**

- Uphold all cooperative policies

##### **Perform other duties as assigned by management**

- Perform duties as requested by management

##### **Enforce and uphold the cooperative's credit policy**

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current

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*The preceding statements describe the general nature and level of work being performed by individuals assigned to this classification.*

*This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.*

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