

Len Busch Roses
Job Description

Job Title: Delivery Route Truck Driver
Department: Operations
Reports To: Transportation Supervisor
Prepared By: Human Resources, Transportation Supervisor, Delivery Route Truck Driver
Prepared Date: 08/17/2010
Approved By:
Approved Date:

Summary

Delivers flowers and plants in a safe, timely and economical manner. Provide customer driven service.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Must be able to complete all tasks based on written standard work and meet the cycle times associated with each step of the standard work.
- Deliver product on-time and in the condition it was when it left LBR. Be sure product is placed where the customer requests and bring back any returned product.
- Compile an accurate and current driver's manifest and recognize and correct any mistakes before they reach internal or external customers.
- When necessary, load trucks.
- Maintain garage area where the trucks are stored when not in use. Responsible to perform routine maintenance on the truck and to clean the inside of the truck after each shift.
- Make pick-ups for internal customers.
- Assist other teams when necessary.
- Recommends process changes to improve productivity, safety and quality.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Must be able to speak English to be able to communicate effectively with LBR customers.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

Certificates, Licenses, Registrations

Drivers License - Class B
Health card
Forklift Certification

Other Skills and Abilities

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1) Amount of time spent: In an 8-hour day (optional overtime – employees will typically work between 8 and 12 hours per day or up to 60 hours per week) an employee will:

- a. Sit 3-6 hour, while driving the vehicle, during breaks, etc.
- b. Stand 1-3 hours, while loading/unloading product, when using the computer, during pre-trip inspection, etc.
- c. Walk 3-5 hours, while walking to/from break areas, while walking around product and carrying product to the cart/dollie, when pushing cart/dollie to stores, while sweeping, etc.

Scale:	Never	Rare (1-5%/day)	Occasionally (6-33%)	Frequently (34-66%)	Constantly (67-100%)
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2) Positional Demands

- a. Cervical Flexion **Occasionally** – while picking product from low levels or off of pallet/carts, while viewing the order, during pre-trip inspection, etc.
- b. Cervical Extension **Occasionally**- looking up while stacking/removing product to/from higher levels in truck, when standing on ground and retrieving product from back of truck, etc.
- c. Cervical Rotation **Constantly** – to view work area during all job tasks, while driving, etc.
- d. Trunk Flexion **Occasionally** – while picking product from low levels or off of pallet/carts, while viewing the order, during pre-trip inspection, etc.
- e. Trunk Extension **Rarely**- while stacking/removing product to/from higher levels in truck, when standing on ground and retrieving product from back of truck, opening/closing vehicle doors, etc.

- f. Trunk Rotation **Occasionally** – to look around the work area, when sweeping, when removing product from vehicle and loading/unloading cart/dollie, etc.
- g. Squatting **Occasionally** – proper lifting techniques rather than bending, when removing product from lower levels or from pallet, etc.
- h. Kneeling **Rarely** – proper lifting techniques rather than bending, when removing product from low levels, etc.
- i. Reach at/Above Shoulder **Occasionally** –while stacking/removing product to/from higher levels in truck, when standing on ground and retrieving product from back of truck, during pre-trip inspection, opening/closing vehicle doors, etc.
- k. Reach Below Shoulder **Constantly** – when driving, when picking and handling product, when sweeping, writing, etc.
- l. Firm Grasping **Frequently** – when steering the vehicle, carrying box/bag product, potted plants, etc.
- m. Fine Manipulation **Occasionally** – when writing, using the box cutter to remove banding/shrink wrap, manipulating buttons/joysticks, etc.
- n. Climbing **Occasionally** –when climbing onto/off of the vehicles, when entering/exiting stores during delivery, etc.
- o. Repetitive Foot Mvmt. **Occasionally** – during vehicle operation.
- p. Balance **Occasionally** – walking on uneven/slippery terrain at delivery sites, etc.

3) Lifting Demands

- a. Waist to Waist Lift **Frequently** – boxes of product and supplies (samples 7-52#), etc.
- b. Waist to Floor Lift **Frequently** – boxes of product and supplies (samples 7-52#), etc.
- c. Waist to Eye Lift **Occasionally** – boxes of product and supplies (samples 7-52#), etc.

4) Carrying Demands

- a. Bilateral **Frequently** – boxes of product and supplies (samples 7-52#), etc.
- b. One-handed **Occasionally** – banded boxes, potted plants (samples 7-52#), etc.

5) Push/Pull Demands

- Push/Pull **Occasionally** –sliding box product to/from back of truck or shelf before lifting, when moving carts from truck to stores, opening garage doors, vehicle doors, etc.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception. Must be able to pass a DOT physical.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to wet and/or humid conditions. The employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals and vibration. The noise level in the work environment is usually moderate.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies :

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- **Written Communication** - Writes clearly and informatively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality;

Applies feedback to improve performance; Monitors own work to ensure quality.

- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Other Qualifications