

Ceiba Routes (Amazon Delivery Program)

Job Title: Lead / Delivery Associate
Location: Sterling, VA
Reports To: Manager of Operations
Date Created: July 1, 2019

Position Summary:

Drives company-provided van with capacity of less than 10,000 pounds to transport, load and unload packages to and from specified destinations. Interacts with customers at their home and business locations.

Essential Duties and Responsibilities:

- Must always represent the Company in a professional manner.
- Drives van from home office to designated customer locations.
- Uses hand held device for routing information, customer delivery information, to communicate with home office/dispatch, to track time.
- Loads and unloads packages into/out of van, with or without reasonable accommodation.
- Must be able to move boxes up to 70 lbs., with or without reasonable accommodation.
- Must be able to easily get in and out of the van, with or without reasonable accommodation.
- Inspects van equipment and supplies: tires, lights, brakes, gas, oil, water, etc.
- Maintains contact with supervisor to receive delivery instructions if unclear or if problems arise.
- Maintains logs according to state and federal regulations.
- Secures packages to ensure no damage is caused to customer shipments.
- Follows all safety rules and company policies and procedures.

Required Skills and Experience:

- Customer Service – is professional at all times with anyone at the customer location. Represents the company in a service-oriented and courteous manner at all times. Is respectful and represents the company brand positively.
- Previous driving and delivery experience preferred.
- Technology Oriented – must be comfortable using mobile technology in an efficient and accurate way.
- Safety and Security – adheres to all safety and security procedures. Determines appropriate action beyond guidelines as required. Reports potentially unsafe conditions immediately. Uses vehicle and all provided work materials, appropriately.

- Attendance/Punctuality and Timeliness – Is consistently at work at required shift and is on time or early. Completes work in a timely manner and within the standards outlined by the company.
- Dependability – follows instructions, responds to management direction. Takes responsibility for own actions. Keeps commitments. Completes tasks on time or notifies supervisor in advance, if a commitment is at risk.
- Quality – meets productivity and service standards consistently.

Education Requirements:

High school diploma or general education degree (GED) required. College degree preferred.

Supervises:

Not a supervisory role, though lead delivery associates are expected to coach delivery associates with exemplary behavior and work ethic.

Physical Demands and Work Environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential job function of this job. These include:

- Physical Demands: Employee is required to stand, walk, sit and drive a company- provided vehicle. Employee is required to reach and lift with both hands and both arms. Employee is required to crouch, stoop and bend with both legs. Employee is required to talk and hear without assistance. Employee must be able to lift and move up to 100 pounds in a single package. Good manual dexterity skills are required as well as good eye-hand coordination. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Work Environment: Employee is driving a vehicle in urban, suburban and rural settings. Must be comfortable working alone and communicating with home office and supervisor through provided mobile device.

Required Licenses:

Valid State Driver's License is Required.

Work Authorization Requirements:

United States Work Authorization is Required.

EEO Statement

Ceiba Routes, LLC is an equal opportunity / affirmative action employer (Minorities/Females/Disability/Veterans) committed to a diverse workforce