

## Delivery Driver/Helper

Nappi's Delivery Drivers/Helpers are responsible for the delivery, storage and rotation of our many beer and wine products to customers on established routes including convenience, specialty stores, supermarkets, taverns and restaurants. This position is responsible for safe truck/delivery operations and the return of all money, unsold products, redemption items, and pallets. Our Drivers/Helpers are responsible to represent Nappi Distributors in a professional, friendly, and service oriented manner.



### Essential Functions

- Safely operate delivery vehicle to assigned customer locations (automatic and manual transmissions)
- Off load product using hand wheeler
- Responsible for rotation of product code dates
- Generates and verifies invoice accuracy using hand-held computer device; responsible for daily settlement of cash and charges.
- Collects payment on designated COD accounts
- Responsible for all inventory shipped and returned and pick-up of empty product containers including cans, bottles and barrels
- Establish positive working relationships with primary contact at each account
- Proactively communicate any customer concerns, issues and feedback.
- Adherence to established customer guidelines/requirements
- Follow all safety guidelines and exercise solid judgement to work safely
- Ensures all work areas/vehicles are kept clean and organized
- Represent Nappi Distributors by conducting all activity and interaction with customers and the general public in a professional, positive, service-oriented manner.

### Experience/Skills/Requirements

- Valid Maine CDL Class A or B driver's license; or willingness to work towards
- Safe driving record; must be maintained for this position
- Adhere to all DOT and other safety guidelines/requirements, including proper body mechanics
- Successfully complete DOT substance abuse testing initially and periodically
- Delivery experience desired; familiarity with hand-held computer devices helpful.
- Experience with pallet jacks, hand trucks, helpful
- Effective communication and interpersonal skills; excellent customer service aptitude
- Flexibility to adjust and extend work schedule when requested to meet customer needs
- Professional appearance and approach.

*Note: This job description is intended to outline major responsibilities and is not all-inclusive. Duties, responsibilities and activities may change at any time with or without notice.*

### Physical and Mental Demands

Physical and mental ability to perform the duties of this job include frequent sitting, driving, standing, bending, stooping, kneeling, crouching, climbing (stairs) and reaching. Frequent lifting of up to 65 lbs. from ground to above head levels is required and pulling/pushing of up to 185 lbs., without mechanical assistance, is required. Cognitive, intellectual and mental ability to concentrate on details, and to perform more than one task at a time, including when under significant time and other pressures. Must be able to communicate professionally and effectively with customers, co-workers and all levels of personnel.