

THIS IS A SAFETY SENSITIVE POSITION.

REPORTS TO: Rental Foreman

JOB SUMMARY:

1. Our drivers play a key role in ensuring our customers are the number one priority by making each interaction a positive one and building a memorable relationship with each delivery.
2. As drivers perform their daily responsibilities they contribute to the company's overall goal of operating safely, efficiently, effectively, and profitably.
3. Drivers in our company do more than just driving, they deliver construction equipment, landscape equipment, facility maintenance equipment, and all types of equipment to homeowners. They deliver small and large party orders that are just dropped off at a customer's home, park, event location, or business and often set-up and/or tear-down party orders. They assist our walk-in rental customers while working in rental service at our stores, by servicing all of our equipment, and loading and unloading customer vehicles.

GENERAL RESPONSIBILITIES:

1. The primary responsibility of the Driver is to help meet the needs of our customers by delivering and picking up equipment in a timely, safe, and efficient manner as well as instruct customers on the proper operation of a variety of construction, landscape, and party rental equipment.
2. Make deliveries and pick-ups of equipment and/or party equipment we have rented, sold, or serviced, to our customers as instructed by the Dispatcher.
3. To represent the company in a professional and courteous manner at all times; both in person with our customers, and while on the road. To obey all motor vehicle laws of any jurisdiction driven in. To operate company vehicles with the utmost regard for their care and cost-efficient use.
4. Perform daily pre-trip vehicle inspection report and alert Dispatcher of any service issues or missing items: Complete A to Z Vehicle Tool Box (check the list in the lid), keys for various equipment, straps, ball mounts, safety triangles, fire extinguishers, hard hat, safety vest, etc. Make sure all needed office supplies are stocked in the truck; pens, Customer Satisfaction Cards, Rental Equipment Inspection Cards, rental brochures, and needed customer instructions.
5. To keep all vehicles clean inside and outside. No smoking, chewing tobacco, or vaping is ever allowed in any company vehicle. While driving phone calls can be answered using a hands-free device only. Outgoing calls or any kind of texting must be done when the vehicle is stopped and parked in a safe location.
6. To turn in all gas receipts to the Store Manager by the 8th day of each month along with the mileage log. THIS IS MANDATORY. Failure to abide by this rule will result in the loss of all driving privileges.
7. To report all accidents and moving violations to the company immediately. Failure to report violations will result in appropriate disciplinary action, including revocation of driver privileges and possible termination of employment. If a company vehicle sustains physical damage as a result of employee negligence, the employee is responsible for reimbursing the company for the comprehensive and collision coverage deductible.
8. The company expects employees to use proper driver etiquette and good driving skills at all times while operating our vehicles. All driving complaints will be taken seriously and investigated. Depending on the severity of the infraction and/or the number of complaints received, appropriate disciplinary action will be taken, from a warning to revocation of driver privileges to possible termination of employment.
9. Employees must never operate any vehicle while impaired by alcohol or any other drug, whether legal or illegal. An employee caught Driving Under the Influence (DUI) at any time, whether or not they are cited, will lose the privilege of operating a company vehicle, as well as being subject to all other provisions of the company Substance Abuse Policy, up to and including termination.
10. To be trained as a Rental Technician which will provide the knowledge necessary to perform the following responsibilities; to instruct customers in the use of the equipment being delivered, to answer customer questions about equipment, and to load and unload equipment safely and properly. These duties are to be performed when equipment is delivered, as well as, in rental service, at the store, when driving duties are completed each day.

SPECIFIC DUTIES:

1. Your first duty is to the customer ~ to deliver exactly what was ordered, rental-ready, clean, and at the agreed upon time.
 - a. Follow all specific instructions. Double check everything.
 - b. Be very careful of customer's property. Avoid damage to lawns, shrubs, trees, driveways, walls, carpets, etc.
 - c. Don't forget we are liable for any damage.
2. YOU are the company representative. Often, the only person the customer sees, so you must present a professional image.
 - a. Be clean and presentable. Follow the Company Dress Code. Wear a clean uniform, if you have been issued one. Make sure that your shirt is tucked in, pants have a belt, and shoes are neat and clean. Your hands must be well washed and your hair combed and neat. If in doubt, check with the Rental Foreman.
 - b. With all people, and especially with customers, be friendly, polite, and project a positive, helpful attitude.
3. Make sure the truck is ready to go.
 - a. Perform daily inspection of the vehicle before the first trip each day. Complete the vehicle inspection log daily. Turn it in to the Rental Foreman daily.
 - b. Keep furniture pads and ropes stored neatly in truck.
 - c. Keep truck washed (weekly) and clean inside (daily) and out.
 - d. When delivering or picking up orders, make sure you take along any special tools needed, such as pigtails, binders, chains, trailer balls, wrenches, come-a-longs, etc.
 - e. Make sure the load is safe and well secured.
4. **Call customer before every delivery and/or pick-up to:**
 - a. Confirm the window of time for the delivery or pick-up.
 - b. Confirm that there will be an authorized person on site to sign for the delivery or pick-up.
5. Check in with dispatch before leaving for each run (call extension 3115 from any company phone or call 480-635-3896). Go over the deliveries and pick-ups on the current run. Address and discuss any questions either of you have.
6. Follow the route planned by dispatch. If there is a reason to deviate from it, contact dispatch to discuss, prior to making any change.
7. Drive safely, cautiously, and politely. Unsafe driving can result in accidents, lawsuits, a tarnished company image, and possible loss of your job. The company will not pay for your traffic tickets.
8. When you arrive at the customer location:
 - a. Unload the equipment safely and properly.
 - b. Instruct the customer on how to operate the equipment being delivered. Go over any safety warnings.
 - c. If the contract has printed customer instructions read and explain them to the customer, and, if applicable, do the same with the "Customer Instruction Sheet". Have the customer initial all required places on the contract.
 - d. Have the customer sign the rental contract at the bottom. Explain that by signing the contract they are agreeing to our rental terms which are printed on the back of the contract. Give the customer their copy of the contract.
 - e. Complete a Customer Satisfaction card for each piece of equipment delivered. If applicable, along with the customer, complete a Rental Equipment Inspection Card for all towable equipment. Return all cards back to the store and turn them in, attached to the appropriate rental contract.
 - f. Ask the customer for any special instructions needed when we return to pick up the equipment. Make clearly written notes on the "Outbound Delivery Receipt" for the rental counter to enter when you return to the store.
9. When picking up equipment:
 - a. Make sure all equipment is accounted for and is in good condition. CHECK, AND COUNT, ALL ITEMS.
 - b. If you notice any damage, excessive dirt (or food remnants in the case of party equipment), or any other problems, call the dispatcher for instructions.
 - c. Fill in the "Inbound Delivery Receipt" thoroughly; for assetted equipment, circle the stock number(s) you pick up, for non-serialized equipment count each piece and enter the quantities to the right of "Pieces Returned". Next to "Employee:", clearly print your name, next to "CUSTOMER:", have the customer sign, and next to "Driver:", sign your name.
10. Upon return to the store:
 - a. Report to the dispatch immediately; either in person or by phone. Discuss any problems or special instructions received during the deliveries and pick-ups.
 - b. Turn in all contracts, certified cards, equipment inspection cards, etc. to the rental counter. If you wrote any pick-up information or instructions on the contract, point it out to the rental counter personnel and remind them to enter it in the system in "Memos".
 - c. If dispatch has no additional deliveries or pick-ups to be done, unload the truck and store all equipment in the proper place to be serviced. Dispatch will notify the Rental Foreman to expect you once the truck is unloaded.
 - d. When finished unloading the truck, immediately report to the Rental Foreman.

Due to the varied functions the Driver performs, he receives direction from Dispatch, the Rental Foreman, and the Rental Counter Supervisor.

To clarify any possible confusion, following are the guidelines for the division of duties and responsibilities of the Driver, Dispatch, the Rental Foreman, and the Rental Counter Supervisor:

DIVISION OF RESPONSIBILITIES:

THE DRIVER IS RESPONSIBLE FOR THE FOLLOWING:

1. The role of the driver is a Support function. This means he represents the store and the company as a whole. He is doing deliveries and pick-ups for all departments, although mainly the rental department.
2. To load and unload with care ~ ensuring the equipment is delivered in excellent condition, to provide for a rewarding customer experience, and contribute to continued company success.
3. The driver is part of the Rental Service Department, but primarily takes direction from dispatch.
4. All “non-driving” time, the driver is to be trained and work as a Rental Technician performing all duties and functions. Once trained, the driver will work as a rental technician if there are no deliveries or pick-ups, or when all driving duties are completed.
5. On trips to or from another store; after preparing your load double check with dispatch to see if there is anything else to take. Then check with the inventory transfer department – they will let the other store know there is a run coming to their store and ask if they need anything. Do the same when departing the other store. Call dispatch as you prepare to leave.
6. Upon return to home base, and when delivery duties are complete, report to the Rental Foreman.

DISPATCH IS RESPONSIBLE FOR THE FOLLOWING:

1. Schedule and route deliveries and pick-ups.
2. Finalize the route for the next day on the on-line A to Z Dispatch Sheet before the end of the day.
3. If necessary, on rental reservations, enter clear and detailed instructions for any special requests by the customer, or any expected problems in locating the delivery location, or in dealing with the customer. These instructions should be entered into the system as comments so there is no confusion at any point during the rental. They will then print on the reservation and then the contract when it is activated.
4. Keep in touch with the Rental Foreman discussing any required changes in the drivers work schedule, well in advance of the date required, if possible.
5. Prepare and schedule trips to customers with “Overdue” rental equipment, and coach and instruct the driver in detail how to handle each case.
6. Coordinate with other departments so the driver can be routed to handle parts deliveries, whole good deliveries, “overdue” trips, pick-up and delivery of equipment the shop is working on, etc. in addition to regular rental deliveries and pick-ups.
7. When dealing with disciplinary issues and annual performance reviews for the driver(s) be a source of insight and information for the Rental Foreman.

THE RENTAL FOREMAN IS RESPONSIBLE FOR THE FOLLOWING:

1. Supervision of all drivers / rental technicians.
2. Daily selection of the driver assigned to dispatch. Also selecting back-up drivers or “plus-1’s”.
3. Preparing the driver’s work schedule, including days off, vacations, etc.
4. Provide direction and work assignments for drivers when the delivery and pick-up portion of their job is completed and they are sent to Rental Service.

5. Be flexible once a driver reports to Rental Service as they may often be pulled to deliver or pick-up equipment for a customer if a last-minute request is made.
6. Handling disciplinary issues and annual performance reviews, using input from dispatch and the Rental Counter Supervisor.
7. Fully train the driver in customer service, equipment servicing, equipment application and functions, delivery functions, loading and unloading, A to Z driving rules and expectations, etc.

THE RENTAL COUNTER SUPERVISOR IS RESPONSIBLE FOR THE FOLLOWING:

1. Training on ALL paperwork flow and requirements; both before and after a delivery, and before and after a pick-up.
2. When dealing with disciplinary issues and annual performance reviews for the driver(s) be a source of insight and information for the Rental Foreman.

MINIMUM QUALIFICATIONS:

- High School Diploma or Equivalent
- Valid Arizona Driver's License
- Ability to speak, read, and write English
- Experience driving delivery trucks and towing trailers
- Ability to proficiently back-up a truck with a trailer attached
- Current clean MVD driver's record check (done by our office)

PHYSICAL REQUIREMENTS:

- Able to stand, stoop, bend, and kneel for prolonged periods of time
- Able to climb stairs and ladders
- Able to lift a minimum of 50 pounds above shoulder level without assistance
- Able to push and pull heavy loads – 50 pound minimum

COMPETENCY REQUIREMENTS:

- Skills:
 - Excellent customer service skills
 - Mechanical aptitude
 - Basic engine servicing skills
 - Average math skills
 - Ability to learn
- Knowledge:
 - Working knowledge of a wide range of equipment and its' application
 - Knowledge of regulations governing safe driving, vehicle inspections, vehicle maintenance, and transportation
- Traits:
 - Outgoing, consistent, upbeat attitude
 - Ability to communicate and impress favorably customers and co-workers
 - Common sense
 - Safety conscious
 - Intelligence
 - Enthusiastic team player
 - High level of integrity and maturity
 - Ability to deal with people
 - Thorough, great attention to detail
 - Good personal appearance; neatness, grooming, posture, and hygiene

WORKING CONDITIONS:

The environment the Driver / Rental Technician works in is mainly outdoors. Although we provide cover, coolers, and heaters when needed, it is the environment of the position. When driving, the environment is subject to the actions of all other drivers on the road, requiring coping with heavy traffic, slow drivers, fast drivers, young drivers, and old drivers – you are expected to be polite, calm, and professional on the road at all times. The position also requires climbing, stooping, bending, and kneeling for prolonged periods. When not driving a vehicle, the job requires nearly constant standing or walking, along with continuous contact and communication with customers. Position requires the ability to maintain a high level of energy, integrity, optimism, and dedication.

DELIVERY DRIVER: _____

SIGNATURE: _____

RENTAL FOREMAN: _____

SIGNATURE: _____

DISPATCHER: _____

SIGNATURE: _____

RENTAL COUNTER SUPERVISOR: _____

SIGNATURE: _____

STORE MANAGER: _____

SIGNATURE: _____

DATE: _____