

**Conrad's Tire Service, Inc.
Job Description**

Job Title: Shuttle Driver
Business Unit: Conrad's Tire Service, Inc.
Department:
Location: As Assigned
Reports To: Location Store Leader

SUMMARY

Accurately fills the customer's needs by delivering auto parts and tires in a timely, efficient and professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Including the following. Other duties may be assigned.

Provides superior customer service on a daily basis that exceeds normal customer expectations, while staying within company policy and procedure guidelines.

Pulls tires according to customer orders.

Loads orders into delivery vehicles.

Checks deliveries for accuracy, and routes them effectively.

Completes and return forms and handles invoices, transfers, and all other paperwork correctly.

Unloads deliveries, pulls orders, and performs other warehouse duties if no deliveries are pending.

Observes and follows all necessary safety regulations at all times.

Relays pertinent information to the manager in a timely manner.

Answers all customer questions in a polite and courteous manner, or refers them to the manager if more information is necessary.

Delivers customer orders promptly, in an effective businesslike manner.

Makes only assigned deliveries.

Calls the manager from the customer's location as required.

Leaves customer location promptly after delivery.

Follows vehicle safety procedures at all times.

Initials all cash invoices legibly.

Reads and follows correct cash handling procedures.

Completes return forms properly and in a timely manner.

Verifies and completes invoices correctly.

Records all pertinent information on all invoices.

Completes transfers correctly.

Performs weekly vehicle checks.

Performs routine vehicle maintenance checks as needed.

Informs manager if non-routine repairs or maintenance are needed to a company vehicle.

Performs vehicle cleanup daily.

Pulls correct tires to fill orders.

Stocks tires in the proper order.

Assists in loading and unloading vehicles.

Performs facility maintenance including housekeeping and maintenance responsibilities.

Demonstrates ability to be professional, courteous and proactive with customers, vendors, and fellow employees at all times.

Accurately and efficiently follows oral and written instructions.

Works well with others as a team, under a time deadline.

Performs quality work with good attention to detail.

Follows company policies and procedures and meets attendance and tardiness guidelines.

Seeks out and prepares for training opportunities both internally through the company and externally on their own.

Reports to work on time, and as scheduled, within policy guidelines.

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

Two years driving experience/license preferred.

LANGUAGE SKILLS

Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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.

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.

While performing the duties of this job, the employee is regularly required to work in a seated position to drive a delivery vehicle. The employee is regularly required to use hands and to finger, handle, or feel; climb or balance; stoop, kneel, crouch, or crawl while pulling and putting away tires. The employee is regularly required to speak and listen, both over the phone and in person to customers and fellow employees, in order to perform the above listed duties.

The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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 fumes or airborne particles.

The noise level in the work environment is usually moderate.

The employee regularly works 40-45 hours per week.

MISCELLANEOUS

The employee is required to have an acceptable driving record, in line with the stated Company Policy, and they must have a valid driver's license in the state in which they are employed with the Conrad Companies.