

**GOODWILL INDUSTRIES – KNOXVILLE, INC.  
JOB DESCRIPTION**

**Truck Driver – JOB # NO540**

**DEPARTMENT:** Operations

**DISTRIBUTION DATA:** 726002

**EMPLOYMENT STATUS:** Full Time/Non-Exempt/Hourly

**REGULAR WORK SCHEDULE:** 8:00-4:30 Monday-Friday + One weekend a month (may involve scheduled overtime)

**SALARY WAGE GRADE/RANGE:** \_\_\_\_\_

**REPORTS TO:** Director of Operations

**GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION:** Responsible for picking up and transporting to the Production facility all previously owned materials from the community. This includes donations from private homes, collection boxes, contributions from businesses and industries and other designated items. Also may include the pick up excess donated goods and delivery of produced materials to and from the retail stores. Also may include the pick up and delivery of materials from other businesses or to any Goodwill Industries-Knoxville, Inc. (GWIK) facility.

**SUPERVISION RECEIVED:** Moderate. Works under the direct supervision of the Director of Operations.

**SUPERVISION EXERCISED:** Oversees work of staff and/or Clients assigned to work as a truck helper.

**MINIMUM EDUCATION REQUIREMENTS:** HS diploma or GED equivalent. Extensive related work experience considered in lieu of degree.

**TRANSPORTATION DEPARTMENT ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Responsible for completing the day-to-day operations of the Transportation functions.
  - a. Responsible for all pick-up and transport to the Production facility of all previously owned materials from the community. This includes, but is not limited to, donations from private homes, collection boxes, attended donation centers, contributions from businesses and industries, and other items that may be designated.
  - b. Responsible for delivering saleable merchandise from the production facility and to pick up return materials from the stores.
  - c. Responsible for supervising and assisting assigned workers on the truck in the loading and unloading at the production facility, location of the donor pick-up, stores, or other designated areas, with the authority to make routine decisions.
  - d. Responsible for maintaining assigned vehicle in a safe and clean manner.
  - e. Responsible for inspecting assigned truck daily and reporting any problems to the supervisor.
  - f. Responsible for completing daily Vehicle Inspection Report, Daily Vehicle Pick-Up Log, and Transportation I Form.
  - g. Responsible for identifying equipment needs and maintenance issues for the assigned vehicles and reports these to the Director of Operations, as needed.
  - h. Responsible for maintaining communication with the Transportation Clerk to ensure efficient daily scheduling and to assist in increasing productivity.
  - i. Responsible for maintaining accurate paperwork and reports and always looking for ways to increase effectiveness of the Transportation Department.
  - j. Ensuring that proper paperwork and reports are completed in the event of a vehicle accident/incident.
2. Responsible for supervising Clients assigned to the designated vehicle or in the loading/unloading process.
  - a. Ensuring that Clients are working on assigned programs and goals.
  - b. Maintaining a safe and healthy work environment for all the Clients.
  - c. Providing redirection to Clients, as needed, to ensure progress is made on their goals and objectives.
3. Responsible for working as a member of the team in the Transportation Department at the Middlebrook Pike facility.
  - a. Attending staff meetings (as requested by the Director of Operations) to review program operations, new policies, procedures and paperwork, Client issues, facility issues, store issues, and other location/program concerns.
  - b. Working with the Director of Operations to create solutions for identified problems and to implement solutions within the facility.
  - c. Providing a good role model to all staff and Clients by following organizational policies and procedures.
4. Responsible for attending all required In-Service meetings as requested by the Director of Operations.
5. Responsible for working to achieve program goals and objectives in accordance with MB Production Departmental Goals, tracking weekly, monthly and quarterly goals and goal accomplishments.
6. Responsible for completing all reports, billings, and other requested information in a timely manner as required by GWIK policy.
7. Responsible for the health and safety of all staff and Clients assigned to the contract sites. Reporting immediately any accidents or Worker's Compensation injuries to the Production Manager, Director of Operations, and to the Human Resources department and completing the proper paperwork.
8. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
9. Responsible for performing all other departmental daily operations, including those usually performed by other departmental staff in their absence, as needed, or requested by the Production Manager and/or Director of Operations.
10. Responsible for reviewing and learning the policies and procedures contained within the Personnel and the Client Handbook.

11. Responsible for maintaining satisfactory attendance and punctuality for themselves and their employees based on GWIK policies and procedures.
12. Responsible for working under the direct supervision of the Production Manager and/or the Director of Operations to accomplish all the department's essential duties and responsibilities, including all other duties as assigned by the Production Manager and/or the Director of Operations.

**TRUCK DRIVER ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Responsible for performing inspections on assigned truck on a daily basis.
2. Responsible for maintains daily mileage records and gas receipts.
3. Responsible for reporting any needed truck maintenance to the Director of Operations immediately.
4. Responsible for observing all traffic laws and for driving safely.
5. Responsible for collecting all designated items at private residences or businesses, as assigned.
6. Responsible for picking up materials and cleaning up around all collection box centers.
7. Responsible for promoting appropriate public relations and customer service.
8. Responsible for maintaining a valid and clean drivers license and a current DOT medical card.
9. Responsible for completing all reports and record keeping duties in a timely and accurate manner.
10. Must be able to operate fork-lift.
11. Must be able to spot trailers, as designated.
12. Responsible for off-loading and loading materials at the Production facility if Forklift Driver is unavailable.
13. Responsible for completing other duties as assigned, upon completion of truck driving duties or if unable to operate vehicle.

**ANNUAL PERFORMANCE STANDARDS:**

**POINTS RANGE**

**STANDARD**

POINTS RANGE	STANDARD
0-20	Production Goal Attainment--Meets or exceeds annual House Calls/ADC Pick-up/Retail Outlet Delivery & Pick-up goals
0-15	Vehicle Safety/Safety Consciousness--Maintaining a clean a safe vehicle, ensuring that routine maintenance is completed on a timely basis, minimizing accidents by following all safe driving regulations and GWIK policies and procedures. Reports all needed vehicle repairs on a timely basis.
0-15	Customer Service--Providing excellent customer service to all staff creating a positive image for the Ops Department and GWIK. Good listening skills and remains calm when confronted with problems. Provide effective customer service to all external GWIK customers, vendors, inspectors, etc. Ensures that quality service/product is provided to all customers.
0-10	Flexibility – Ability to handle numerous tasks/duties, prioritize appropriately, and willingness to change schedule as need arises.
0-10	Communications--Ensures effective communication occurs between depts. And with the Production Manager/Director of Operations. Provides accurate information to staff working in the ADC's and/or Retail Outlets. Assists Director of Operations in disseminating information to staff.
0-10	Miscellaneous Reports - Completes all paperwork and other assignments as required by this job description and the Director of Operations in a timely manner and without errors as per GWIK and CARF requirements.
0-10	Supervision of Staff--Effectively managing and training other staff working on the truck and holding each accountable for their assigned job duties. Fostering teamwork on the job and in the facility.
0-5	Promoting Teamwork/Leadership --Supports the Director of Operations and Goodwill policies with all staff. Provides leadership throughout the entire organization. Fosters goodwill and motivation with all staff, extended employees and Clients. Maintains a positive demeanor at all times. Assists the Director of Operations in enforcement of the GWIK policies and procedures. Maintains good/open communication with the Director of Operations and Production Manager. Open to new ideas or changes.
0-5	Initiative--Takes initiative to complete tasks without being asked. Willingness to make decisions and to take responsibility. Always taking steps to improve the organization's reputation. Willingness to work whenever needed. Takes initiative to build staff/customer loyalty. Takes initiative to promote safety/security consciousness.

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Prior experience driving commercial vehicles and forklifts. Must have a clean driving record. Must be able to handle multiple tasks at the same time. Must have basic maintenance knowledge and/or a general mechanical aptitude.

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** Must be at least 21 years of age, possess a valid TN class D operators license with a F endorsement. May require a valid TN Class A Commercial Driver's operator's license. Must also obtain a DOT medical card prior to operating a GWIK vehicle. Must maintain a safe driving record while employed by GWIK as a Truck Driver. Must be able to successfully complete the Forklift and Driver's Orientation Training.

**MINIMUM EXPERIENCE REQUIREMENT:** 1-2 years related experience and/or training.

**ACCESS TO CONFIDENTIAL INFORMATION:** None.

**HANDLE ORGANIZATIONAL FUNDS:** Not part of this position's requirement.

**LANGUAGE SKILLS REQUIRED: Level 3**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

**MATHEMATICAL SKILLS REQUIRED: Level 2**

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 REQUIRED: Level 3**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS:**

	AMOUNT OF TIME IN JOB			
	None	Under 1/3	1/3-2/3	Over 2/3
Standing	___	___	<u>  X  </u>	___
Walking	___	___	<u>  X  </u>	___
Sitting	___	<u>  X  </u>	___	___
Using hands to feel or handle	___	___	___	<u>  X  </u>
Reaching with hands and arms	___	___	___	<u>  X  </u>
Climbing or balancing	___	___	<u>  X  </u>	___
Stooping, kneeling, crouching, or crawling	___	___	<u>  X  </u>	___
Twisting, bending, and turning	___	___	<u>  X  </u>	___
<b>Weight lifted or force exerted:</b>	<b>None</b>	<b>Under 1/3</b>	<b>1/3 – 2/3</b>	<b>Over 2/3</b>
Up to 10 pounds	___	___	___	<u>  X  </u>
10 – 25 pounds	___	___	___	<u>  X  </u>
25 – 50 pounds	___	___	___	<u>  X  </u>
50 – 100 pounds	___	___	<u>  X  </u>	___
Over 100 pounds	___	<u>  X  </u>	___	___

**SPECIAL VISION REQUIREMENTS:** Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**ENVIRONMENTAL CONDITIONS:** Wet or humid conditions, moving mechanical parts, works in high precarious positions, traffic conditions, exposure to fumes or airborne particles, outdoor weather conditions, risk of electrical shock, vibrations.

**NOISE LEVEL IN WORK ENVIRONMENT:** Moderate

**OTHER SPECIAL REQUIREMENTS:** Must be able to pass a DMV check and a pre-employment security check (as applicable) and comply with the GWIK Drug/Alcohol Free Workplace Policy.

Initial: 6/95; Revised: 7/96; Reviewed 9/97; Reviewed 11/98; Reviewed 12/99; Revised 1/01; Reviewed: 12/01; Reviewed 12/02; Revised 12/03; Reviewed 6/05; Revised 6/06; Revised: 12/07; Reviewed 12/08; Revised 3/09; Revised 11/09