



JOB DESCRIPTION

Position Title:	Driver
	Revised August 2018
Department/Location	Laconia, Court Street Office
Reports to	Dispatcher and Operations Manager
Status	Non-Exempt

Summary:

Responsible for making deliveries to Stafford's wholesale and retail customers in accordance with delivery schedules provided by the Dispatch Department. Also responsible for making unscheduled deliveries from time to time as directed by Dispatch Department or Management.

Ensure that each customer receives outstanding customer service by providing a customer-friendly environment, maintaining outstanding standards; solid product knowledge; and all other components of customer service.

Essential Duties / Responsibilities:

- Deliver fuel to Stafford's wholesale and retail customers in accordance with pre-established delivery routes and schedules provided by the Dispatch/Delivery Dept. Maintain exemplary customer service and outstanding standards. Have the ability to self-route a delivery schedule for the most efficient daily routes.
- Must be capable of pulling and carrying a heavy hose from the truck to a fill pipe for 8 hours per day. In extreme cold weather, more than 8 hours may be necessary.
- Must be capable of walking through snow and battling inclement weather when required.
- Respond to company call-ins during off duty hours from time to time as necessary and as requested by management to provide emergency deliveries to customers who have run out of fuel or who are close to running out.

- Promptly inform the Dispatcher of any problems encountered with customers, deliveries, attempted deliveries, customer equipment or property, safety and/or security issues or any other matters of potential concern that should be addressed.
- Notify the Dispatcher immediately of any accident or problem involving any personnel, company property, or equipment. If an incident involves an accident, obtain names, addresses, and telephone numbers of any witnesses. Do not remove vehicle from the scene until properly authorized to do so by management and/or the police.
- Always be aware that drivers represent Stafford Oil Company whenever driving a company vehicle and/ or when on the premises of a customer. Act in accordance with Stafford Oil Company guidelines with respect to customer service.
- Ensure that assigned vehicle is kept clean and in good operating condition. Check fluids daily. Report any defects to management/mechanic when discovered.
- Always wear provided company uniform and present a neat, courteous and respectful image to our customers.
- Always maintain proper records and log(s) as required.
- Perform any other duties as directed by management.
- Perform all duties in conformance with appropriate safety and security standards.
- Adhere to all company policies, procedures, and practices.
- Respond to emergency call outs in a timely manner.

Job Impact

- A driver's conduct and attitude directly reflect on Stafford Oil's image in the community. Being polite and courteous leaves lasting, favorable impressions. Drivers are expected to conduct themselves accordingly.

Job Authority

- Drivers have full authority to carry out the duties and responsibilities required in this job description.

Qualifications / Demonstrable skills:

- Minimum of one year experience driving large delivery vehicles on busy streets, in heavy traffic, and in residential areas.
- Ability to work tight schedules with little or no supervision.

- Ability to get along with others. Promptly follow supervisor's directions.
- Basic knowledge of applicable Federal H.O.S. rules and regs.
- An appropriate, valid driver's license and a good driving record, current Hazmat and Tank Endorsements, and a Medical Certificate.
- Pass a pre-employment physical and a physical ability test of actual work requirements.
- Thorough knowledge of traffic laws and defensive driving skills.
- Ability to communicate effectively with customers, co-workers, vendors, and management.

Education / Experience:

High School diploma or GED preferred

Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

Stafford Companies Mission Statement:

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.

Essential Physical Requirements Driver

Work Schedule:

8-10
5½

Number of Hours per Day:

Number of Days per Week:

150 Feet
Fully charged fuel hose

Job Requires:

Maximum pull of: max would be entire length of hose in uphill direction

Frequent Lifting/Carrying of: more like a pulling motion

Approximate Ground to Overhead Maximum:

Repetitive Motion:

Required Repetitive Motion? (Check all that apply)					
	Wrist	Elbow	Shoulder	Ankle	Knee
Right	√	√	√	√	√
Left	√	√	√	√	√

JOB REQUIRES:

Amt of Time Spent:

	Continuous 100%-67%	Frequent 66%-34%	Occasional 33%-1%
Bending	√		
Kneeling		√	
Squatting		√	

Climbing		√
Standing	√	
Walking	√	
Sitting	√	
Reaching	√	
Driving	√	
Fine Motor Skills		√
Lifting/Carrying	√	
Twisting	√	
Writing/Data Entry		√