



DRIVER – DONATION CENTER

Reports To: Donation Center Operations Manager

FLSA Status: Non-exempt

Date: December 2018

Position Summary:

The Donation Center Driver is responsible for safely operating BBBSRI truck to complete donation collection activities with an emphasis on customer service and efficiency. Safely load and unload donations at donor locations, donation drop-off centers, and Savers. This position is responsible for the safety and security of BBBSRI vehicles and property and maintaining a safe driving record.

Our Mission: Create and support one-to-one mentoring relationships that ignite the power and promise of youth.

Each employee of Big Brothers Big Sisters of Rhode Island helps to extend the mission of the agency in particular ways as outlined in the position description. The essential functions of the position include, but are not limited to:

Essential Duties and Responsibilities:

Safety and Equipment Maintenance:

- Responsible for daily pre-/post-trip inspection of assigned BBBSRI truck for maintenance and safety needs. Complete daily vehicle inspection report and notify supervisor of vehicle repair issues in a timely manner. Responsible for fueling truck daily and promptly addressing any found vehicle repair issues with Ryder before starting daily assignment. Deliver truck to Ryder for preventive maintenance as assigned by supervisor. Communicate truck issues to BBBSRI dispatch.
- Operate assigned truck in a safe and courteous manner to comply with all applicable laws, maintain the public's positive image of BBBSRI, and avoid causing damage to the truck or residential properties.
- Follow BBBSRI policy for vehicle accidents and property damage. Report all accidents to BBBSRI dispatch. Utilize phone and tablet safely and only when vehicle is stopped.
- Safeguard BBBSRI equipment and property by maintaining established systems for securing truck keys, cell phones and electronic tablets in lock boxes. Inspect BBBSRI clothing donation bins as assigned and notify dispatch if a bin is damaged or inaccessible.

Route Completion:

- Responsible for the successful completion of assigned pickup route, drop-off center unload, or special collection activity (i.e. – clothing drives, yard sales, etc.) with an emphasis on customer

service and efficiency. Empty collection donation bins as assigned and provide accurate bag count.

- Effectively utilize electronic tablet to navigate route and accurately record individual pickup stop and collection bin results. Pickup results should be recorded in “real time” to maximize coordination of customer service and efficiency with the BBBSRI office. Contact BBBSRI dispatch with any issues encountered while at pickup stop – i.e. not being able to find an address, needing to decline donation items, etc.
- Exercise sound judgment in accepting items presented for donation. Adhere to BBBSRI’s accept/do not accept list and size/weight guidelines. Notify BBBSRI dispatch and send photo of items left behind.
- Knock on front doors to attempt to obtain donations if needed and leave “sorry we missed you” slip for donor. Leave a tax deduction receipt in visible location for every successful donation pickup.
- Deliver donations to Savers as dispatched. Follow established procedures for unloading truck contents at Savers. Ensure that Savers recording of donation weight and item count is accurately recorded on daily delivery report. Notify BBBSRI dispatch and/or supervisor immediately of any issues during the unload process, including unreasonable waiting or unload times.

Materials Handling:

- Complete all work tasks using sound ergonomics as trained to avoid physical injuries.
- Sort all donations received to maximize cloth delivery volume to Savers. Repack and stack bags and boxes of donated materials as needed to maximize use of space in truck.
- Load donations onto truck in a neat, organized manner to avoid items breaking during transport and to expedite Savers unload process.

Customer Service and Communications:

- Project positive customer service image to donors, Savers staff, and the general public.
- Responsible for professional and timely communication to BBBSRI dispatch and/or supervisor of any issues with truck or daily assignment.
- Work collaboratively with BBBSRI dispatch and/or supervisor to effectively address customer service issues that may arise on pickup route.
- Communicate regularly with supervisor on scheduling, problems with deliveries, customer or donor concerns.
- May be asked by supervisor to train new Drivers or Donation Center Attendants.
- Maintain current understanding of Big Brothers Big Sisters mentoring programs and Donation Center operations to be prepared to address donor questions or educate donors about the organization. Consult the BBBSRI office or a supervisor as needed for clarification.
- Assist with agency special events and fundraising events as needed.
- Other duties as assigned by supervisor.

Education and Experience:

A minimum of a high school diploma or equivalent. Must have a clean driving record and proof of insurability. 1-3 years of driving experience preferred. Must pass pre-employment physical and drug test per Department of Transportation regulations and maintain certified status.

Knowledge, Skills and Competencies:

- Customer focused-good rapport with donors, Savers staff, and the general public.
- Effective communication skills; courteous and respectful to donors and Savers/BBBSRI staff.
- Knowledge of safety regulations/safety awareness.
- Work well independently, self-motivated; as well as part of a team.
- Dependable—reports to shift on time and performs job duties as assigned.
- Good sense and sound judgement on general matters.
- Well organized. Detail oriented. Good follow-up skills.

Physical Demands:

The physical demands and work environment 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 stand; walk; sit; use hands to finger, handle, or feel; reach with hands; balance, stoop, kneel or crouch; and talk or hear. The employee will frequently lift and/or move up to 50 pounds; occasionally up to 100 pounds. Use warehouse dollies, lifts, carts, etc.

Typically works in warehouse environment and on the road. The noise level in the work environment is moderate to loud. Frequent travel to donation locations, donor residences and drop off locations. Employee is frequently exposed to outside weather conditions.

I have read the above job description and have had the opportunity to ask questions to clarify any part of it that is unclear to me. I understand what is expected of me in this position.

Employee Signature

Date

Print Name

DEV: 6/18

REV: 12/18