



JOB DESCRIPTION

This is a general outline of functions and it is not intended to be all inclusive. The Company may modify this document at anytime, with or without notice.

JOB TITLE:	Asst. Delivery Coordinator
FLSA STATUS/FT-PT:	Administrative, Exempt, Full Time
REPORTS TO:	Facility or Delivery Coordinator
DIRECT REPORTS:	
LOCATION:	

Position Summary

Assists in the planning and coordinating of the delivery personnel's activities concerned with the documentation, scheduling, confirming, routing, checking inspecting, loading and actual delivery of the retailers' merchandise (i.e., furniture, household goods, appliances, etc.) to retailers' customers/consumers.

Essential Job Functions

- Assists with the coordination of actions with retailer's representatives and the delivery staff including dispatchers, other delivery coordinators, schedulers, confirmers, routers, and clericals.
- Assists in overseeing the activities of the independent contractors and their delivery personnel such as drivers and helpers and assists with ensuring compliance with all requirements and regulations.
- In the absence of the on-site Delivery Coordinator, assumes the responsibilities while continuing to report to the Delivery Coordinator for direction and guidance.
- Assists with the setting and achieving of financial objectives, preparation of an annual budget, scheduling of expenditures and controlling of costs, analysis of variances and the initiation of corrective action; assists in the maximized use of all assets.
- Assists in maintaining positive relations with retail customers by making periodic store visits, exploring specific needs and assisting with the resolution of problems when requested.
- Assists in the resolution of customer service issues by clarifying the customer's problems, determining the cause, selecting and explaining the best solution, taking the appropriate action and follow-up up to ensure resolution.
- Assists in the maintenance of on-going communication with the Independent Contractors / Delivery Teams to ascertain and monitor the status of the delivery and to address and resolve any potential issues and concerns that could interfere with deliveries being completed as scheduled.
- Assists in the achievement of the Delivery Department's mission by communicating job expectations.
- Planning, monitoring and appraising job results.
- Assists in maintaining Quality Service and supervising delivery staff
- Assists in the preparation of standard and specialized reports by collecting, analyzing, and summarizing information and trends, as required.
- Assists in determining the routing and delivery methods by analyzing delivery requirements and available resources such as delivery teams and vehicles.
- Assists in the preparation of routing plans and assignment of appropriate number of stops to each delivery team.
- Assists with "Ride Along" evaluations of drivers and helpers.
- Assists in the scheduling of deliveries by personally contacting or supervising the following customer / consumer communication and arrangements:
 - Initial day and time arrangement for the retailer's delivery
 - Re-contact the day before the scheduled deliver to confirm all arrangements.
 - Assists in accurate and timely billing by assisting with the following:
 - Compilation and review of all documentation,
 - Verification and calculation of all charges and
 - Maintenance of records according to company and retail customers' policies and procedures
 - Assists with the payment of Independent Contractor commissions by assisting in the preparation, review, verification, approval and submission of weekly contractor commission sheets on a timely basis.
 - Assists in the acceptance, verification and deposit of funds by receiving, counting and recording COD's (cash and checks) and preparing deposit slips.



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- Enforces all company policies, methods and procedures.
- Performs all other work as assigned by or on behalf of supervisors.

Education

- Experience: One (1) years of related experience
- Education: High School, Associates Degree, Preferred; or, combination of education and/or experience.

NON-NEGOTIABLE COMPETENCIES

- Internal motivation
- A self-starter, results focused
- Passion, sense of urgency
- High integrity
- Professional presence