

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

**Commercial Services Truck Driver – JOB # NO540**

**DEPARTMENT:** Commercial Services

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

**REGULAR WORK SCHEDULE:** Typically 8:00am-4:30pm Monday-Friday and occasionally 7:00am-3:30pm. Weekends are not typical

**GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION:** Responsible for picking up and transporting to the Contract/Recycling facility materials from contracted businesses or certain Goodwill Industries-Knoxville, Inc. (GWIK) facilities.

**SUPERVISION RECEIVED:** Moderate: Works under the direct supervision of Commercial Services Coordinator and/or the VP of Commercial Services.

**SUPERVISION EXERCISED:** Oversees work of staff assigned to work as a truck helper.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Responsible for completing the day-to-day Commercial Service functions.
  - a. Transport commercial services materials (parts, recycling materials, electronics, textiles, paper, etc.) and other items as appropriate.
  - b. Supervise and assist any assigned workers on the truck in the loading and unloading.
  - c. Maintain assigned vehicle in a safe and clean manner.
  - d. Inspect assigned truck daily and immediately report any problems to the supervisor.
  - e. Complete daily Vehicle Inspection Report, Daily Vehicle Pick-Up Log, and Transportation Form.
  - f. Identify and report equipment needs to the Commercial Services Coordinator.
  - g. Communicate effectively to ensure efficient daily scheduling and assist in increasing productivity.
  - h. Ensure that proper paperwork and reports are completed in the event of a vehicle accident/incident.
  - i. Observe all safe driving practices.
  - j. Maintain a valid and clean driver’s license and a current DOT medical card.
  - k. Assist with other Commercial Service needs, as requested upon completion of transportation duties.
  - l. Attend all required In-Service, Safety, and Staff meetings.

**ANNUAL PERFORMANCE STANDARDS:**

<b>POINTS RANGE</b>	<b>STANDARD</b>
0-30	Production Goal Attainment--Meets or exceeds Delivery & Pick-up goals. Completes all paperwork and other assignments as required by this job description and the VP of Commercial Services in a timely manner and without errors as per GWIK and CARF requirements.
0-30	Vehicle Safety/Safety Consciousness/Flexibility --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. Ability to handle numerous tasks/duties, prioritize appropriately, and willingness to change schedule as need arises.
0-20	Customer Service--Providing excellent customer service to all staff and customers creating a positive image for the Commercial Services 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. 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.
0-20	Supervision of Staff/Communications--Ensures effective communication occurs between depts. Fosters goodwill and motivation with all staff, extended employees and Participants. Maintains a positive demeanor at all times. Fostering teamwork on the job and in the facility. Open to new ideas or changes.

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Prior experience driving commercial vehicles and forklifts is preferred. Prior experience working with people with disabilities and/or other disadvantages is preferred.

**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 be able to successfully complete the Driver’s Orientation Training.

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

**MINIMUM EDUCATION REQUIREMENTS:** None

**ACCESS TO CONFIDENTIAL INFORMATION:** None

**HANDLE ORGANIZATIONAL FUNDS:** Not part of regular duties

**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:** This is a **HEAVY** position (exert up to 100 lbs. of force occasionally, and/or up to 50 lbs. of force frequently, and/or up to 20 lbs. of force constantly to move objects)

**AMOUNT OF TIME IN JOB**

	None	Occasionally	Frequently	Constantly
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>	___

**VISUAL 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

**DISCLAIMER:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal

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