

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

**Truck Driver – JOB # NO540**

**DEPARTMENT:** Retail/Production

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

**REGULAR WORK SCHEDULE:** 8:00-4:30 Monday-Friday and occasional weekends (may involve scheduled overtime)

**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 of 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 Transportation/Data Clerk and/or the Retail/Production Coordinator.

**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 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, 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 Form.
  - g. Responsible for identifying equipment needs and maintenance issues for the assigned vehicles and reports these to the Retail/Production Coordinator, as needed.
  - h. Responsible for maintaining communication with the Transportation/Data Clerk to ensure efficient daily scheduling and to assist in increasing productivity.
  - i. Ensuring that proper paperwork and reports are completed in the event of a vehicle accident/incident.
  - j. Responsible for observing all traffic laws and for driving safely.
  - k. Responsible for maintaining a valid and clean drivers license and a current DOT medical card.
  - l. Responsible for completing other duties as assigned, upon completion of truck driving duties or if unable to operate vehicle.
2. Responsible for attending all required In-Service trainings and staff meetings.
3. Responsible for working under the direct supervision of the Transportation/Data Clerk and/or Retail/Production Coordinator to accomplish all the department's essential duties and responsibilities, including all other duties as assigned.

**ANNUAL PERFORMANCE STANDARDS:**

POINTS RANGE	STANDARD
0-30	Production Goal Attainment--Meets or exceeds annual House Calls/ADC Pick-up/Retail Outlet Delivery & Pick-up goals. Completes all paperwork and other assignments as required by this job description and the Retail/Production Coordinator 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 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. 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. And with the Retail/Production Coordinator. Provides accurate information to staff working in the ADC's and/or Retail Stores. Fosters goodwill and motivation with all staff, extended employees and Clients. 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

Reviewed 10/17; Reviewed 11/16; Revised 10/15; Revised 11/14; Reviewed 12/13; Reviewed 11/12; Revised 11/11; Revised 11/10; Revised 11/09; Revised 3/09; Reviewed 12/08; Revised 12/07