

Idler's Home
Job Description
Appliance Delivery and Installation Assistant

DR13- Secure vehicle and all of its contents. *Vehicles are turned off when unoccupied and all doors are locked.*

DR3- Call all customers prior to delivery from previous stop Confirm delivery schedule, time window, directions, merchandise to be delivered and verify COD's *All customers are contacted no later than 30 minutes prior to delivery and there are no patterns of problems finding addresses, not at homes, missed deliveries or uncollected COD's.*

DR2- Get customer's signature on all delivery tickets. Note discrepancies. Collect COD's or signatures, as required. Turn paperwork into office immediately upon return from deliveries. *Delivery problems are clearly communicated, COD's and signatures are collected and all paperwork and money is turned over to the warehouse office immediately upon return from delivery.*

DR19- Insure accuracy of truck inventory of parts, tools, blankets, straps etc. Parts and accessories used for deliveries are properly accounted for and paid for. *There is no evidence of any materials being unavailable as needed or being unaccounted for.*

DR18- Acquire necessary education for service. *Attend training sessions, etc., for new products or to improve abilities, as required.*

DR16- Perform other non-delivery tasks. When available. All deliveries should be routed as efficiently as possible. As deliveries are complete, seek out and perform other tasks as needed or requested. *There is strong evidence that deliveries are efficient and that drivers are available to perform other tasks as needed and time allows.*

CA1- Our customer comes first. While ensuring that company funds are secure and transactions are appropriately finalized; customers are always given the attention that they deserve and require. *Customers are given the appropriate level of attention, company assets are secured and transactions properly processed.*

DR14- Obey all traffic laws. Report any traffic law violations. *Maintain the required driving record.*

DR5- Load your truck. Ensuring that merchandise is secure, properly padded, and that space usage is maximized. Ensure that everything that is needed for each delivery is loaded. View the delivery ticket and sales order closely to ensure no differences and that nothing needed for set up was left off the ticket. *Truck is appropriately loaded, and leaves the dock as scheduled each morning.*

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DR12- If a problem or discrepancy comes up, contact the store from customers home. Ask customers for permission to call, and ask customers to speak with dispatch. Customers should be encouraged to discuss acceptance or problems with the delivery. *Dispatch notations on their copy of the manifest indicate that all customers are speaking with them.*

DR11- Assemble and install merchandise in-home prior to departing. Contact dispatch if customer does not permit assembly and note on delivery paperwork. *Merchandise is set up and placed to customers' satisfaction.*

DR10- Touch up product in-home or on the truck. Maintain proper touch up and repair materials on the truck, and service prior to leaving home. *Minor maintenance on merchandise is performed as needed.*

DR1- Fulfill the company's mission of providing the highest level of service possible. Handle all deliveries and pick ups carefully, professionally, efficiently, timely and courteously. *There is strong evidence that deliveries and pick ups are handled up to customer and company specifications.*

CL9- Clean up spills or accidents during the day. *Emergency clean up is performed as needed.*

CL2- Clean the store. Including appliance, accessories, offices, lunchroom, and restrooms. Solve problems as they arise. *Store is cleaned up to company standards.*

DR15- Drive trucks safely and courteously. Avoid too low underpasses, tree limbs, poor roads, etc. *The truck is driven safely, courteously and is not damaged due to carelessness or neglect.*

G1- Perform other tasks as requested by management. Volunteer as time allows. *You understand that there is no such thing as "it's not my job", and you participate in a total team effort.*

G8- Complete all paperwork neatly, completely and accurately. *Cancellations, negative operational issues, nor customer service related issues arise from improper processing of orders.*

SA3- Attend company on-site and off-site training sessions. On product, policies and skills. *You demonstrate success with newly acquired skills and knowledge. Training may be done on your own time to further education.*

G7- Participate in storewide meetings as required. *You participate as scheduled.*

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G6- Participate in the taking of physical inventories. *You participate as scheduled; your counts are timely and accurate.*

G5- Assist in the training of other employees. *Training of other employees is consistently performed in a positive manner, and up to company expectations.*

G4- Develop professional working relationships with all company employees, vendors, and all teams. Conflicts get resolved quickly, permanently and with management's assistance as needed. *There is strong evidence to indicate that good working relationships exist with all employees and that conflict resolution is sought as needed.*

DR3A- Keep office updated as departure time at each stop as well as intended next stop. *Office knows where the trucks are at all times and how it will impact the customer.*

G2- Ensure that not too many other tasks are migrating into your job description. Inform management of your inability to successfully complete your own job description tasks, due to too many "special" projects. *Management is made aware of too many tasks migrating into your job description.*

DR4- Deliver all merchandise. As specified on the delivery paperwork in a timely, careful and courteous manner. *Merchandise delivery meets company expectations and there is no pattern of cancellations damages or customer complaints resulting from poorly handled deliveries.*

DR9- Move customers' own appliances as indicated on delivery ticket or manifest. Moves can be made without indication on ticket as long as they are on the same floor, and are being made in order to place merchandise. Contact management before making any other moves. *Customer owned merchandise is moved in accordance with company policy.*

DR8B- Returns are properly processed upon return to store The merchandise is clearly marked with the customer name, ticket number and reason for the return. Proper paperwork is turned into your supervisor. *There is no evidence of unidentified returned goods being left in warehouse.*

DR8A- Pick up customer returns as directed. *There is no pattern of failing to pick up merchandise as directed, and customers are handled apologetically and positively.*

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DR7- Perform safety and maintenance verification. On vehicles each day prior to departing warehouse. Maintain proper supporting documentation daily. Notify management about any concerns or problems. *Vehicles are maintained to manufactures specifications and all required DOT and company checklists are completed and turned in daily.*

DR6- Inspect all merchandise. Request that merchandise that you believe is below customer standard is either repaired or replaced. Have management sign off on the manifest about any merchandise that is, in your opinion, below standard. *Merchandise loaded on trucks achieves company standards, and therefore customer satisfaction achieves company standards. Problems are reported to management, but management decisions are supported and understood.*

WAM32- Complete and submit required reports. All required reports are completed accurately and completely and are turned in to management on a timely basis. *There is no evidence of past due, inaccurate, or incomplete reports.*

G2- Participate in the total team effort. Anything required of you to keep the team and business running should be met with a can do attitude.

G3- Participate in evaluations as required. Work as a team with management to develop your own performance. *Performance improvement is successfully accomplished, and management supports your efforts.*