

Job Description

Job Title: Commercial Vehicle Operator (Class A Licensed Driver)
Department: Operations
Reports To: Dispatcher

Essential Duties and Responsibilities: (but are not limited to)

- Customer Service. Our customers are our most valuable asset. Providing exemplary service to our customers, as well as potential customers, should always be our first priority and is the fundamental principle on which this company is built.
- Safely load, secure, transport, retrieve, and unload all equipment as needed.
- Ensuring all equipment, accessories, safety equipment, and material needs, as specified on the rental contract, are met prior to the commencement of the delivery and/or pickup service.
- Instruct customers on equipment use, operation, shutdown, and safety requirements and procedures.
- Verification of meter readings on outgoing equipment and revise the contract and/or tags as needed.
- Remove “ready to rent” tags from all outgoing equipment, verify information accuracy, and promptly submit them to the dispatcher or the counter sales department.
- Utilize digital (mobile phone) dispatching software for routing instructions, mobile check-out and check-in procedures, and photo captures of all outbound and incoming equipment as well as their respective jobsites. (as needed and/or directed by supervisory personnel)
- Secure customer information as needed, including but not limited to:
 - Valid identification type, number, date of birth, and i.d. expiration date.
 - Contract signature for receipt of equipment and approval of contract terms.
 - Contract initials for acknowledgement of the conveyance of operating and safety instructions.
- Maintain accurate pickup and delivery log for all transportation services rendered.
- Direct and frequent interaction with dispatch personnel to inform them of delivery, pickup, location, and transportation schedule status.
- Perform daily vehicle inspections and submit inspection log reports to dispatch.
- Coordination with dispatch to ensure scheduled vehicle maintenance is accommodated and performed.
- Advise customers of alternate or additional equipment and/or related items or accessories as needed.
- While operating a company vehicle driver(s) must:
 - Serve as a responsible logistics representative of the company. (on both public roads and private property)
 - Take responsibility for keeping the interior and exterior of the vehicle clean, neat, and orderly at all times.
 - Take responsibility for immediately notifying management of incidents, accidents, or vehicular damage.
 - Obey ALL traffic and safety laws.
 - Carry an applicable driver’s license, including any and all endorsements, at all times.

- Comply with all government and company safety policies, procedures, and regulations including reporting any unsafe equipment, incidents, conditions, or safety violations.
- Conduct commercial vehicle operator job functions while wearing ALL required safety equipment.
- Assist in the training of new drivers, and advise as needed.
- Assist sales, parts, service, and yard personnel as necessary.
- Perform any other duties as requested by management.

Nature Of The Work:

To load and unload vehicles, and deliver and retrieve equipment in full and/or partial loads as directed by the dispatcher. Must have working knowledge of equipment use, operation, and safety procedures for customer instruction. Must also have effective written and verbal communication skills, the ability to work closely with others, and a polite and professional attitude and demeanor. Should have customer service experience and the ability to read and understand written and/or verbal instructions. Duties may also include the assistance of customers in making contract adjustments, or the conveyance of requests and/or instructions to the sales or dispatch departments.

Working Conditions:

Employees must be able to sit or stand for long periods of time. Some work will be conducted indoors and in general warehouse conditions, however the majority of the work will occur outside under varying weather conditions. Work areas may or may not be heated and/or air-conditioned. Job functions require interaction with co-workers, clientele, and the general public. This position requires frequent lifting and a significant degree of walking, stooping, crouching, bending, lowering, reaching, twisting, pulling, pushing, carting, carrying, and transporting objects of various weights and dimensions. Job functions may expose employee to chemicals, including but not limited to, gasoline, diesel fuel, kerosene, propane gas, cleaning solvents, and aerosol paints and cleaners. Due to the physical nature of these chemicals, a sense of smell is required.

Education, Skills, and General Requirements:

- A high school diploma or equivalent is preferred, but not required.
- Must be able to lift approximately 70 lbs.
- Must maintain a groomed and professional personal appearance.
- Must possess and maintain a valid commercial driver's license with all required endorsements.
- Must be familiar with local roads, and have the ability to read, understand, and follow road maps, GPS mobile phone app instructions, and dispatch routing software guidance.
- Must be able to use mathematics for problem solving.
- Must be fluent in English and possess ability to write legibly. The ability to speak another language is a plus.
- Must maintain an acceptable attendance record.
- Must pass company mandated drug tests.
- Must have a full range of motion and dexterity.
- Must be able to provide, understand, and complete instructions furnished in written, oral, digital, or scheduled form.
- Must be able to maintain a cooperative working relationship with co-workers and clientele.

Other Areas of Responsibility:

- ❖ Attendance of safety meetings.
- ❖ Assistance in employee training.

- ❖ Participation in the employee suggestion program for transportation services and/or customer service improvements.
- ❖ Read and understand vehicle's repair and service manuals for proper repair and maintenance procedures and recommended service intervals.
- ❖ Assumption of additional responsibilities as needed.

Additional Information:

Dahl's Equipment Rentals will not discriminate any applicant and/or employee on the basis of race, color, creed, religion, gender, gender identity, gender expression, transgender status, gender transitional status, age, national origin, ancestry, sexual orientation, physical or mental disability, marital status, veteran standing, genetic information, or any other state and/or federally protected status. This policy protects applicants and/or employees from discrimination in all aspects of employment including, but not limited to, hiring, pay rates, promotion, termination, discipline, compensation, job training, job assignment, classification, referrals, fringe benefits, and other privileges of employment. In accordance with Americans With Disabilities Act, Dahl's Equipment Rentals will provide qualified applicants and employees with disabilities reasonable accommodations that do not impose undue hardship(s) on the company.