


<b>Job Description</b>		
<b>Position Title</b>	Warehouse & Delivery Representative	
<b>Reports To</b>	Operations Manager	
<b>Date</b>	9/11/2024	

**Position Purpose**

This position is responsible for warehousing, delivery, and installation activities. Warehousing includes the receipt, storage, and shipping of material. Delivery entails making customer deliveries on DDI vehicles. Installation includes project site shelving and appliance installation.

**Essential Duties and Responsibilities**

- Work safely and bring all safety concerns/ideas forward to be evaluated by Team
- Warehousing
  - Accurately receive inbound materials
  - Maintain on-site inventory
  - Picking and staging orders for future deliveries
  - Accurately load outbound shipments
  - Maintain warehouse housekeeping
- Delivery
  - Collaborate with Customer Service and Project Managers to deliver the right product at the right time to DDI customers
  - Serve as company representative during Customer deliveries
- Installation
  - Support shelving installation projects
  - Support appliance installation project
- Proactively identify and present ideas to improve Team performance and customer satisfaction
- Be accountable and follow through on all projects assigned by management
- Other duties as requested and assigned

**Required Skills and Knowledge**

**Education**

- High School Diploma or GED

**Experience/Knowledge/Skills/Abilities**

- 2-3 years of Warehousing and/or Delivery experience.
- Have and maintain a “clean” driving record free of accidents and moving violations.
- Experience supporting and communicating directly with customers. Ability to handle delicate customer situations with a high degree of professionalism.

- Ability to work independently on multiple activities, showing appropriate level of prioritization and escalation skills and consistently meeting deadlines.
- Ability to communicate (written and verbal) clearly and concisely with both external and internal customers consistently maintaining a positive image.
- Strong organizational, interpersonal skills, attention to detail, self-starter, and ability to work with various functions and levels.
- Flexibility and appreciation of a fast-moving environment.

### **Physical and Mental Demands**

The employee is frequently required to stand and or walk. The employee must be capable of lifting up to 75 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Cognitive thinking, effective communication skills, ability to multi-task. The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.

### **Working Environment**

Work is performed in a warehouse, delivery vehicle and job site environment. The noise level in the work environment is usually moderate. The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.