

Driver Job Description

updated 2/2/12

<p>The Dunn Tire Way</p> <ul style="list-style-type: none"> • Work Collaboratively between departments and locations to share appropriate information and deliver the best products/services • Quickly address individuals who hinder our ability to do Dunn Tire behaviors. • Always demonstrate respect and appreciation when working with others. • Openly and transparently communicate throughout the company and between locations. 	<p>The People Business</p> <ul style="list-style-type: none"> • Greet customers with a friendly smile (and voice) and thank them for their business. • Have a sense of urgency in customer interactions • Communicate expectations and follow up to ensure delivery of promises. • Engage in friendly, good-natured interactions with co-workers and customers. • Demonstrate the ability to relate to co-worker and customer situations when identifying and addressing their needs. 	<p>Building Trust</p> <ul style="list-style-type: none"> • Take accountability for mistakes and learn from them. • Talk positively about Dunn Tire to each other and our customers. • Say what we believe to be true, not just what others want to hear, and do so in a respectful, thoughtful, and timely manner.
<p>Lead By Example</p> <ul style="list-style-type: none"> • Communicate clear and measurable goals, work to achieve them, and hold ourselves accountable. • Consistently communicate successes and business updates with employees. • Listen to and learn from others. • Do what we say we will in the timeframe established. 	<p>Dunn Right</p> <ul style="list-style-type: none"> • Be open to and continuously look for change when it is in the best interest of the company and/or customer. • Prioritize employee and customer needs and work with appropriate urgency while remaining committed to top quality. • Consistently adhere to and follow company guidelines. 	<p>The Tire Pros</p> <ul style="list-style-type: none"> • Proactively learn and share knowledge and best practices with employees and customers. • Explain options to others in ways that they can easily understand. • Go above and beyond to help others.

Job Description & Statement of Understanding:

Responsibilities include the following:

- a. You are expected to continually grow in your capabilities in order to do a better job. You are also expected to expand your knowledge of other jobs if you are to be promoted within the organization.
- b. It is mandatory that you maintain a valid driver's license. Any change in status must be reported to your immediate manager.
- c. Be ready to work your shift 10 minutes prior to your start time and be available to work overtime as requested.
- d. Be courteous & professional to Exxpress Tire & Dunn Tire customers at all times (no foul language or swearing).
- e. Appearance according to Dunn Tire grooming standards. Must wear clean uniform as outlined in our handbook. Exxpress Tire/Dunn Tire or authorized Tire company hat worn properly, shirts tucked in, belt & pants worn around the waist, and clean-shaven. Beard/mustache should neatly groomed. No hoops or dangling earrings.
- f. Must be able to read a work order or invoices.
- g. Drivers will stage tire orders at the warehouse or store, load in truck and unload at destination.
- h. Drivers are responsible for securing the load & vehicle to ensure that no tires are lost or stolen.
- i. Responsible for completing Driver Logs where required.
- j. Maintain Safe distance between cars and obey posted speed limits.
- k. Complete Inspection of Vehicle on a daily basis (fluids, tire pressure). Complete weekly (more thorough) Inspection sheet. Any damage must be reported to dispatcher or direct supervisor.
- l. Ensure you take necessary items on each run: Company cell phone, return books, national account forms.
- m. Collect exact amount on all C.O.D.'s (or contact Dispatcher/ETD CSR before leaving the customer).
- n. Keep idling time to a minimum & remove keys from ignition at all stops.
- o. Non-Drive Time – Must see direct supervisor for additional work duties, which may include cleaning the vehicle, organizing & cleaning the warehouse and general maintenance of the building.
- p. Must be able to lift 75 lbs. Approximately 5 feet off the ground.
- q. Must be able to bend at the knees, and flexible enough to work in awkward positions.
- r. Must be able to climb ladders to a height of 12 feet.
- s. Must be able to get in and out of a vehicle. Drivers will be doing deliveries within approximately a 120 mile radius.

- t. Must be able to at times tolerate fluctuations in temperature and humidity.
- u. Must be able to work with hands and have the manual dexterity to use misc. hand tools (i.e. hammer, screwdriver etc.).
- v. Must be able to help with loading/unloading tires in the Warehouse, making sure inventory is in its proper place.
- w. Must be able to help clean the warehouse/shop as needed.
- x. Smoking is not permitted in any vehicle or Dunn Tire/Exxpress Tire Facility. Vehicles must be kept clean at all times.
- y. Employees only may ride in a company vehicle. No unauthorized passengers (no friends, relatives or hitchhikers).

I have reviewed, fully understand and agree to promote the Dunn Tire Global Mission World Class Behaviors. I also understand the job description as listed above. This job description is not all-inclusive and may change as upper management sees fit to service our customers as well as the overall operation.

Print Name

____/____/____
Date

Employee Signature