



STACKS JOB DESCRIPTION

Title: Courier/Driver

Stacks Customer Service is a function of how well we meet the needs of our customers.

POSITION REPORTS TO: Director of Operations

COMPENSATION: Hourly non-exempt

PURPOSE / ROLE:

A Stacks Courier/Driver is an important part of the STACKS Team. A Courier knows STACKS customers, their businesses and needs; appreciates the relationship between customers and STACKS; is the main in-person contact with customers; has empathy for the customer's situation; is able to communicate clearly in a language the customer understands; works accurately with an eye for detail; has a pleasant, friendly style; and strives to build long-term relationships with STACKS customers.

A Courier understands all aspects of the Stacks business, their important role in the provision of service to customers, and has excellent communication with other STACKS staff members. Courier/drivers must be well groomed and practice good personal hygiene; wearing the STACKS uniform is mandatory. Courier/drivers are among the most important customer service representatives of STACKS due to their daily interaction with customers and use of logod company vehicles.

DUTIES / RESPONSIBILITIES:

- Has the ability to solve problems, coordinate multiple tasks simultaneously, and take ownership of responsibilities.
- Pickup/deliver records at multiple customer sites; know routes and directions.
- Being mindful of the time sensitive nature of deliveries, ensure that all work requests are transported by deadlines set.
- Due to regulations and legal requirements, the safety and security of records/shred must be maintained at all times, with no records/shred left in an unattended, unlocked vehicle or building holding area.
- Ensure records are delivered to authorized requestors.
- Maintain media in a climate-controlled environment at all times.
- Compare and verify materials for pickup or delivery against work orders.
- Perform quality control audit of every outbound work order.
- Ensure all paperwork is complete and intact (barcode labels affixed, completed carton and file transmittals).
- Secure customer signature on all workorders (paper or digital).
- Scan records to validate work.
- Perform out-of-city pickups/deliveries; also weekend pickups/deliveries as needed.

- Responsible for general maintenance of company vehicles – fuel, tire pressure, battery, water levels, fire extinguishers and washing.
- At the end of each route, all records to be offloaded into holding area and vehicle cleaned of any debris; all workorders must be turned in whether or not the job was completed.
- Immediately report to supervisor any perceived or real mechanical problems with company vehicles.
- Maintain vehicle log.
- Assist with initial conversions requiring inventorying, packing, marking, and loading.
- Must have a working knowledge of how to pull and refile records.
- On rotation for after hours, weekend and holiday deliveries.

SKILLS & ABILITIES REQUIRED:

- Excellent customer service skills.
- Good driving record.
- By six months of hire date, be at intermediate level using O'Neil RSSQL software, FleetMatics software, iPad, and scanners.

EDUCATION / EXPERIENCE REQUIRED:

- High school diploma or GED. Work experience may be substituted for education.

PHYSICAL REQUIREMENTS:

This is a very physical job. The following requirements are necessary to ensure success in the position.

- Must have the ability to lift and carry up to 75 pounds
- Must be able to maneuver a dolly and cart with up to 700 pounds
- Must be able to carry boxes up and/or down stairs.
- Must be able to lift 35 pounds above shoulder height
- Must be able to row pull up to 50 pounds with each arm.
- Must be able to push up to 50 pounds with each arm.