



## Ambassador (Delivery Driver) Job Description

The Ambassador for our startup needs to be enthusiastic and desires to be part of an exciting venture. The person will be responsible for customer satisfaction and delivering products in a safe and timely manner from local stores to customer homes. The Ambassador will drop off items while adhering to assigned routes and time schedules. This person must be willing to work as part of the team to ensure that the items are picked up accurately, appropriately stored, and delivered to the correct customer in a way the customer expects. The Ambassador will use company-provided smartphones and other company-provided items to keep your team and customers updated. The Ambassador will also perform advertising and promotional activities to assist with the exposure and growth of the business.

To succeed as an Ambassador, you must be polite, professional, and prompt with a commitment to providing your customers with an excellent experience. You must be thorough in ensuring orders are correctly fulfilled, committed to working safety, and passionate about satisfying customers. The Ambassador must seek understanding of customer issues, identify solutions to reduce/eliminate customer issues, and work as a team member with the rest of the company to improve processes for increases customer satisfaction.

You will be provided with a company vehicle for making deliveries. As an Ambassador, you will be driving every day so it is important to be a safe and responsible driver. You also need to keep yourself presentable and your van clean.

### Responsibilities:

- Loading, transporting, and delivering items from stores to customer homes in a safe, timely manner.
- Reviewing orders before and after delivery to ensure that orders are complete and the customer is satisfied.
- Assisting with loading and unloading items from vehicles.
- Unpacking or other services requested by customers to their satisfaction.
- Providing excellent customer service, answering questions, and addressing complaints from customers in a prompt fashion. Ensuring customer confidentiality.
- Adhering to assigned routes and following time schedules.
- Abiding by all transportation laws and maintaining a safe driving record.
- Updating apps provided to you for documenting deliveries.
- For the company provided vehicle, you will be responsible for maintaining a professional look at all times. You will maintain vehicle by cleaning inside and out, fueling (paid by the company), and reporting any mechanical issues immediately to management.
- Interact with customers via phone, text, and face to face.



- Listen to the customer's questions, empathetically, and answer/solve issues. You will be empowered by the company to make decisions that are required to address customer complaints promptly.
- Check apps regularly for any necessary updates or status changes.
- Engage in and support company activities to promote the business, advertise about the business, and seek to expand the customer base.
- Identify incremental/new services to offer to customers for increasing customer satisfaction and for growing the business.

### **Requirements:**

- Must be 18 + years old and possess at least a High School Diploma or equivalent.
- Must be able to communicate proficiently in English.
- Possess a current and valid driver's license issued by the state where you work.
- Possess and maintain a clean driving record.
- Ability to work with a high degree of accuracy, problem-solving, and attention to detail.
- Ability to use smartphones, apps, and computers to deliver packages and to document deliveries upon completion of each customer's delivery.
- Willingness to adhere to assigned routes, schedules, safety procedures, and transportation laws.
- Provide exceptional care in delivering fragile, perishable, or hazardous products.
- Strong time management and customer service skills.
- Ability to walk, reach above the head, crouch, kneel, drive, bend down, bend knees, climb stairs and lift and carry heavy items (up to 50lbs.) for extended periods.
- Must be able to push, pull, lift, and move boxes up to 50 lbs each.
- Must be able to be physically active for an entire shift as well as be able to stand for intermittent periods of time.
- Must pass a background check, drug screening, and driver license check before beginning employment.
- Must adhere to company operating policies and procedures.
- Previous delivery or customer service experience is preferred.

### **Ambassador Hours**

- Pickup: 10am – 12pm
- Delivery 12pm – 6pm
  - Lunch break of 30 min and two breaks will be scheduled into the driving route every day.
  - Two delivery windows – 12pm-3pm and 3pm-6pm



- Delivery windows will be available to customers 7 days per week. Ambassador delivery days will be scheduled, based on customer needs.
  - Two mid-day breaks will be provided as we learn about customer demand
  - Volume of deliveries will start small and ramp up throughout the Pilot and during the holidays
  - When delivery volumes grow to warrant an additional Ambassador, where more delivery hours are required, a part-time person will be hired into the mix

### **Ambassador Pay**

- Pay includes compensation rate (hourly or salary) + tips + bonus based on customer satisfaction feedback

*We are an Affirmative Action-Equal Opportunity Employer---  
Minority/Women/Disability/Veteran/Gender/Identity/Sexual Orientation/Age*