

Delivery Truck Driver Job Description

Duties and Responsibilities:

- Deliver goods to wholesale outlets, retail stores and customers on behalf of the employer
- Ensure that goods to be delivered are safe and secure
- Ensure timely delivery of goods to designated places
- Locate address where the order is to be delivered
- Assist in loading goods to be delivered into the truck
- Assist in offloading merchandize at point of discharge
- Obey all traffic regulations
- Issue invoices and obtain customers' signature upon delivery of the order
- Receive payments and give out change on behalf of the employer when requested to do so
- Take inventory of goods to be delivered to make sure that the quantity and quality conform to the order
- Maintain a log book to record all transaction details like name of customer, address, order description, time of delivery, money collected, and expenses incurred
- Chart route for easy delivery of packages
- Ensure that the vehicle is always kept clean and in proper working condition
- Report any case of damage to the vehicle or the goods to the employer or dispatcher
- Receive customers' inquiries and complaints and channel them to the employer
- Carry out basic vehicle maintenance
- Monitor weather condition to determine the best time to carry out delivery
- Report any accident or issue that may affect the timely delivery of the goods to the dispatcher or employer.

Delivery Truck Driver Requirements – Skills, Knowledge, and Abilities

- Ability to drive trucks exceptionally well; and possess clean driving history
- He/she must be properly authorized to drive within the state(s) he/she is to cover
- Basic literacy and math skill is imperative since the job requires a lot of reading, counting, and record keeping. He/she must be able to record details of delivery as error-free as possible
- Good health is equally very important. He/she must have the stamina and ability to drive for a very long time
- He/she must be able to multitask and organize well. Good time management skill is also very essential as delivery is a time conscious business
- He/she must possess exceptional customer service skills. As a delivery driver, he/she is the last point of contact between the product owner and the buyer and sometimes the only point of personal contact if the order is usually done online. So, the impression he/she gives to the customer sticks
- Excellent communication and interpersonal skills are expected of the driver. He/she must be able to listen attentively to customers and speak to them in a very polite manner
- He/she must know the routes within the city that he/she operates like the back of his/her palm if he/she is to make deliveries fast. He/she is expected to have a good knowledge of bus stops, land marks, and street names.