



## **Roles and Responsibilities Delivery Professional**

- Philosophy:** The Delivery Professional provides outstanding customer service by delivering a quality product safely and efficiently, always representing the company in a friendly and professional manner.
- Safety:**
- Personal Protective Equipment. The Delivery Professional always wears the appropriate safety equipment, including hardhat, work boots, safety glasses, and hearing protection when necessary.
  - Daily Vehicle Inspections. The Delivery Professional thoroughly performs required daily vehicle inspections to prevent mechanical problems that could result in a safety incident or preventable down time.
  - Defensive Driving. The Delivery Professional drives defensively, using common principles and techniques of defensive driving. Drivers observe basic principles of road courtesy and never violate state or federal hours of service regulations.
  - Alertness on the Jobsite. The Delivery Professional is alert on the jobsite and watchful of potential hazards.
- Quality:**
- Product Quality. The Delivery Professional is responsible for slump, quantity, material size, color, and admixtures/additives in loads of concrete.
  - Communicate jobsite issues to management via ticket or radio. When relevant, the Delivery Professional should communicate jobsite issues that may impact company interests. For example, if the Delivery Professional notices a test improperly performed by an inspector, the Plant Manager should be notified. Water added on the jobsite should be recorded on the delivery ticket even if "0".
- Efficiency:**
- Submission of Accurate Time Information. The Delivery Professional records the proper information regarding the stages of each ticket through the truck tracking system and on the ticket.
  - Adherence to Time Standards. The Delivery Professional adheres to the allotted time standards, taking an average of ten minutes in the morning and fifteen minutes in the evening for start-up and shutdown time, respectively. Each day, the Delivery Professional strives for efficiency while

prioritizing safety and quality. The Delivery Professional is part of the company team, submitting ideas to improve efficiency to management. Directions. The Delivery Professional pre-plans the route, selecting the most direct course. Traffic conditions and special circumstances are communicated to dispatch and/or the Plant Manager to help distribute the day's concrete most efficiently.

**Customer Service:** A Service Attitude. The Delivery Professional endeavors to anticipate and fulfill all customer needs that do not infringe upon principles of safety or integrity. The attitude is cheerful and pleasant, with a sense of urgency. Handling Complaints. The Delivery Professional avoids confrontation with the customer. Situations are handled according to basic complaint management techniques such as those delineated in the company Driver Training Program.

**Appearance:** Personal. The Delivery Professional is always cleanly groomed, dressed in accordance with company policy, and is in good mental and physical condition. Trucks. The Delivery Professional has a truck that is constantly kept in clean condition. The cab is clean and neat, and the exterior of the cab and the mixer are free from built-up of concrete and oil. Assistance with Plant. When requested, the Delivery Professional helps keep the plant and yard clean and neat.