



Friends of Big Brothers Big Sisters

JOB DESCRIPTION

Position Title: Lead Driver
Position Classification: Non-Exempt
Work Schedule: 40 hours per week: Tuesday – Saturday - Varies
Supervisor: Donation Center Collections Manager

Purpose of Position:

This position is responsible for driving collection routes and assisting in managing collection route/store delivery functions for the Donation Center. The responsibilities include building comradery and supporting success for the team of drivers. This Lead Driver will lead by example in setting a positive and professional tone in interacting with staff, partners, and the public.

1- Operational Functions –

- a. Responsible for aspects of logistics and quality control in collections and distribution:
 - i. Work daily with Collections Manager to determine product distribution/delivery.
 1. Interact with drivers daily to communicate changing needs and schedules
 - ii. Back up Collections manager on the creation of route maps –Saturday responsibility.
 - iii. Conducts route quality checks on drivers – including checking mail, bin and special routes.
 1. At least one driver ride along per month
 - iv. Follow up on missed items – determine if it was missed due to driver error or customer error
- b. Truck fleet – basic maintenance, and check in / check out with drivers
- c. Help to implement a training and safety plan for drivers

2- Human Resource Functions -

- a. Support driver team success and satisfaction.
 - i. to collect information, share ideas and communicate changes/needs.

3- Systems -

- a. Maintain delivery reports and audit for errors
- b. Use online/application based customer donation pick-ups
 - i. Must use, train new drivers and troubleshoot technical aspects of Driver Manager/Donation Manager tools
- c. Must use “Dedicated Delivery Report” to schedule deliveries with local Savers Stores

Qualifications:

- Experience and/or ability to successfully manage a team
- Proficient in computers, and scheduling.
- 2 + years driving experience
- Ability to lift and manage 75 lbs.
- Ability to pass DOT Physical, and drive up to 26' trucks
- Excellent organizational skills.

- Accomplished with Office products (i.e. word, excel)
- Excellent customer service skills and telephone etiquette
- Ability to work well with others
- Able to work flexible hours including evenings and weekends.
- Ability to manage a complex system with flexibility to meet changing needs
- Strong communication skills to facilitate work with both team and supervisor

To apply please send a resume and cover letter to Jill.sundstrom@bbbsu.org.