



river city events

RENTALS. PLANNING. DESIGN.

▪ DELIVERY DRIVER/INSTALLER ASSISTANT/SWAMPER JOB DESCRIPTION

TITLE

- Delivery Driver/Installer Assistant/Swamper

REPORTS TO

- Delivery Driver, Delivery Manager & Director of Operations

RIVER CITY EVENTS PHILOSOPHY

RIVER CITY EVENTS...

- Personalized Service. Exceptional Products. Competitive Pricing.

Established in 2007, this growing and developing company supplies event products and services of the highest quality at competitive prices, thereby ensuring the success and stability of our operation. Since achieving this objective represents a true measure of how well we do our jobs, both collectively and individually, we will continually challenge every employee to become involved and actively participate in attaining this common goal for the utmost satisfaction for our clients.

River City Events recognizes employees as individuals with different interests, abilities, needs, and values. We will provide a positive environment which respects this individuality and provides meaningful opportunities for personal development and satisfaction.

POSITION SUMMARY

River City Events Delivery Driver Assistant will encompass an energetic, positive, professional and motivated work ethic. The Delivery Driver Assistant will be responsible for assisting the Delivery Driver with installation & pick-up of rental and event equipment over established routes while displaying excellent customer service abilities for our clients.

Responsibilities will include the correct and safe loading/unloading of the vehicles, recording of delivery information, accepting/making payments for goods and the ultimate in client satisfaction.

The Delivery Driver Assistant will be expected to assist Delivery Driver in every facet, ensuring safe work policies and procedures and maintain a clean and organized environment. Ability to assist with receiving and shipping of equipment which heavy lifting may be required with the capability of working effectively both unsupervised and within a team environment.

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CORE COMPETENCIES

Customer Focus

- Ensures & maintains the utmost of client satisfaction with the product & services offered by the organization.

Communication

- Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is understood, creating a positive first impression with confidence and respect.

Energy and Stress

- Consistently demonstrates high level of drive, infectious to the environment and preserves effectiveness, drive and focus for extended periods, while maintaining composure in highly stressful or adverse situations.

Team Work

- Promotes cooperation with the team towards the attainment of common goals. Gets others excited about and committed to furthering the organization's objectives. Enables productive group interactions.

Quality Orientation

- Completes tasks keeping in mind all aspects involved regardless of magnitude, checks tasks and processes while having attention to details.

Problem Solving

- Resolves difficult and complicated challenges.

Accountability and Dependability

- Takes personal responsibility for the quality and timeliness of work and achieves results with no oversight, including following guidelines, standards regulations and principles.

Ethics and Integrity

- Earns the trust and respect of others through consistent honesty and professionalism in all interactions. Diplomatically handles challenging or tense interpersonal situations.

TEAM MEMBERS WILL REQUIRE

- Strong directional and knowledge/understanding of truck routes/regulations/etc.
- Physically strong with the ability to endure/perform with repetitive moderate/heavy lifting abilities.
- Excellent customer services abilities and strong work ethic and desire to achieve.
- Ability to work independently or as part of a positive team within a fast paced environment.
- Packing/staging/shipping and receiving experience a definite asset.
- Ability to perform repetitive moderate/heavy lifting.
- Dangerous Goods/WHIMIS certification an asset.
- Ability to interpret documents such as operating and maintenance instructions, and procedure manuals.
- Strong mathematical and mechanical aptitude with ability to perform routine vehicle maintenance.
- Demonstrated organizational skills, computer literate with strong oral/ written communication abilities.
- Exceptional task prioritization, multi-tasking, use of timelines and time management techniques.
- High level of personal integrity, professional/mature demeanor under stressful situations.
- Attention to detail in all areas of work.
- Ability to communicate effectively both verbally and in writing.

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JOB DUTIES

- Assist with install & pick up all rental equipment specified on client contracts efficiently and safely within a specified time frame.
- Coordinate and map/plan loading of vehicles and delivery routes logistically.
- Load/unload all rental items/equipment as specified on contracts within a timely & careful fashion
- Installation/setting up and removal of rental equipment at events.
- Positively present him/herself to the client in an approachable, courteous and professional manner upon delivery and/or pick up of equipment.
- Communicating all related questions/concerns with Delivery and/or Warehouse Manager(s) and prepare driver notes as required.
- Keep immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action which may be taken.
- Informing Delivery Manager of any vehicle problems & deficiencies.
- Perform all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of the position.
- Maintain a favorable working relationship with all other company employees and guests to foster and promote a working environment that maximizes morale, productivity and efficiency.
- Respond to inquiries of clients and staff for the purpose of providing information and/or direction regarding the status of returns, orders, equipment, etc.
- Maintain documents, files and records (e.g. tracking equipment transfer forms, etc.) for the purpose of documenting activities, and providing materials and reliable resource information.
- Clean, maintain, assemble equipment and place items on applicable pallets or shelves, or relocate orders to a holding area or shipping department.
- Accurately receive/record amounts of materials or items received or distributed.
- Participate in the shipping, receiving, organizing, storing and issuing of goods including supplies, equipment for the purpose of assuring shipments are prepared for delivery/pick-up in a timely manner as required.
- Ensure receiving areas are accessible and safe for team member and customer traffic.
- Participates in physical inventories for the purpose of verifying stock and identifying losses.
- Maintain daily cleanliness and maintenance of vehicles.
- Organize/clean warehouse and work area/equipment for orderliness at all times.
- Attend shift meetings and monthly meetings as required.
- To ensure all policies and procedures implemented by the company are obeyed and followed.
- Providing backup assistance to the Warehouse Manager as required.
- Other duties as assigned. Assist with other departments as required.

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WORK CONDITIONS

- Positively interacts with team members, management and clientele.
- Must be neatly dressed and well groomed in a clean and approved company dress code.
- Stands and walks during extensive shift. Repetitive work. Reaches, bends, stoops and wipes.
- Must be able to hear well in a loud environment in order to respond to employee or client needs.
- Lifts and carries supplies and equipment up to 50 lbs., throughout entire shift.
- Hazards include, but are not limited to: Cuts from broken glass, metal, burns, slipping, and tripping.
- This position may be exposed to elements such as noise, dust, odours, fumes and oils.
- Will be required to work both indoors and outdoors.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required with evening/weekend/stat work as required.

PROFESSIONAL DRESS CODE

Personal Appearance/Dress Code:

River City Events takes pride in our personal appearance and expect you to present yourself in a wholesome, professional manner to our clients at all times. As the leading image, appearance speaks for itself therefore it is important to project ourselves in a professional manner consisting of well-maintained pristine appearance:

Driver Dress Code:

- Clean well maintained uniform consisting of company shirt and/or jacket is required.
- Hats are not permitted unless branded with company logo. Hats are only to be worn facing forward.
- Any other logoed materials are not permitted.
- Dark colored, comfortable well maintained and clean pant (light colored blue jeans are not preferred).
- Well groomed/clean hair which long hair is to be tied back for safety purposes.
- Clean, comfortable, closed, non-slip, soft soled, black shoe/runner.
- Hard toed shoes/boots are highly recommended.
- Unsafe jewelry is to be removed for each shift unless approved as may present a Safety hazard.
- All facial and visible piercing are to be removed for each shift or as approved by management due to Safety and/or working hazards. Tattoos are to discrete and covered up as necessary.
- Exhibit good personal hygiene, bath daily, wash hair/uniform & follow proper hand washing procedures.

RIVER CITY EVENTS SECRET

OUR SECRET... We value responsibility and mutual respect. People who come to River City Events want to work here because we have created an environment that encourages creativity and professional growth. The main objective of our business strategy is to offer a level of client focus that is superior to that offered by our competitors.

Relationships are key to River City Events and with this in mind we concentrate on building strong relationships with our clients and team while we are creating events that are useful, enjoyable, engaging and memorable.

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