

## Job Description

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**Job Title:** MOW Driver

**Reports To:** Food Distribution Supervisor

**Approved By:** Executive Director

**Department:** Nutrition Program

**FLSA Status:** non-exempt / hourly

**Date Developed/Updated:** July 8, 2013

**Summary:** The MOW Driver is part of a team that is responsible for providing prompt, efficient and courteous meal delivery services to the elderly and non-elderly disabled customers of Senior Services of Albany

**Essential Duties and Responsibilities** include, but not limited to the following:

- Ensures that each customer on his/her route receives the meal(s) prepared for him/her within the designated time frame
- Provides a brief but very friendly and caring interaction with each customer and does everything within his/her power to assure that the food he/she delivers looks as appealing as possible
- Packs meals properly and with care to make sure all components of delivery (the right number of meal(s), the right trays, the right number of bags containing all of the necessary food item, etc) are correct prior to departure.
- Complies with all food handling and sanitation practices & procedures as governed by SSA, funder requirements and state and federal law
- Quickly shifts roles and remains flexible to be able to provide assistance to or cover for other team members on any high-priority task as assigned by Food Distribution Supervisor
- Works with the Food Distribution Supervisor, the Kitchen Supervisor and the Packaging Coordinator to assure that the entire process runs as efficiently as possible and waste and spoilage is eliminated
- Communicates and works with the distribution team to assure things run smoothly
- Actively looks for ways to reduce costs, reduce waste and improve processes and shares his/her ideas with Food Distribution Supervisor
- Follows standard procedures to record food temperature as requested and takes all necessary steps to maintain food temperatures during delivery: use heating pads/tiles with hot food, coolers, ice/ice packs with cold food. Keep bags and coolers closed during delivery, etc.
- Never leaves a meal unattended unless special arrangements were authorized as indicated under "Delivery Instructions" on the delivery sheet.
- Calls the office for assistance for problems en route and reports all customer concerns immediately.
- Maintains cleanliness of vehicle and provides an area free of possible food contaminants.
- Completes all necessary documentation at the onset and end of his/hr shift such as: the Daily Drivers' log, receipt books, timesheets, Mileage logs, signing in and out of house keys (if any), equipment, agency vehicle keys, etc.
- Encourages and receives contributions, never declining or delaying acceptance thereof; and uses receipt book properly.
- At the end of delivery submits contributions (in locked box), return route sheet(s) and keys (if any).
- Informs Food Distribution Supervisor immediately of problems relating to food and delivery equipment.
- Adheres to all traffic rules and regulations; exhibits safe driving habits. **Reports and then satisfies any traffic tickets.**
- If using an agency vehicle, reports ANY mechanical, electrical and/or safety problems immediately.

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- Serves as a positive spokesperson for the agency on and off the job
- Actively works to help create a friendly, professional and positive work environment
- Provide staff support to agency-wide initiatives or projects as requested by the supervisor or Executive Director (ED)
- Reports any violations of policies, unethical behaviors, misuse of SSA property or suspected mistreatment (even rude treatment) of seniors to the supervisor or ED
- Perform all other duties assigned by the Food Distribution Supervisor s

**Competencies:** To perform this job successfully, an individual needs to demonstrate the following competencies

**Analytical** - collects and reports information such as issues with food, packaging ,distribution issues etc.

**Problem Solving** - Identifies and reports problems and provides possible solutions in a timely manner; uses reason even when dealing with emotional topics.

**Technical Skills** - Assess own strengths and weaknesses; pursues training and development opportunities; demonstrates attention to detail

**Customer Service** - Manages difficult or emotional participants/staff situations in a calm and professional manner; responds promptly to participant needs; solicits participant feedback to improve service

**Interpersonal Skills** - Focuses on solving conflict, not blaming; **maintains confidentiality**; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; actively participates in meetings; makes eye contact and when appropriate physical contact when speaking with a senior.

**Teamwork** - Contributes to building a positive team spirit; works well with others and in group situations; puts success of team above own interests; displays passion and optimism; inspires trust; supports everyone's efforts to succeeded.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

**Attendance/Punctuality** - is consistently at work and on time; returns from breaks on time; reports that he/she is ready for the next assignment as soon as the prior assignment has been completed , arrives at meetings and appointments on time and fully prepared.

**Other:** Treats people with respect; keeps commitments, exhibits sound and accurate judgment; uses time efficiently; accepts responsibility for own actions; is able to adapt to and deal with frequent change, delays, or unexpected events; effectively manages competing demands; follows instructions, responds to management direction; asks for and offers help when needed.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** High School Diploma or Equivalency; must be flexible and able to function in a fast-paced environment, must have clean drivers license

**Language Skills-** Ability to read and interpret documents such as safety rules, basic instructions, and procedure manuals; ability to write basic sentences, ability to speak effectively ; bilingual highly desirable

**Mathematical Skills-** Ability to add, and subtracts and count money

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to stand and sit for long periods; drive for up to two hours at a time, get in and out of a car frequently walk stairs, work in warm and humid conditions and frequently lift and/or move up to 25 pounds.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is a fast-paced environment with a need to manage multiple priorities and a moderate level of noise