



D&V Package Express LLC

JOB DESCRIPTION

POSITION TITLE: AMZL Delivery Associate

REPORTS TO: Dispatch

LAST REVISED: 9/01/2022

Position Summary: The primary responsibility of the AMZL Delivery Associate is to deliver packages for Amazon while driving an assigned route.

Minimum Required Qualifications:

- Ability to work 4 days a week, for at least 10 hours per day
- Ability to safely operate a Step Van with a weight rating of up to 10,000 pounds
- Ability to maintain focus and pay attention to detail in a fast-paced environment
- Ability to speak, read, and write in English to communicate with the general public, to understand highway traffic signs and signals in the English language, to respond to official inquiries, and to make entries on reports and records
- Ability to communicate effectively and professionally with members of the public, coworkers, managers, and Amazon employees
- Ability to effectively operate a global positioning system (GPS) navigation system
- Ability to use electronic devices for route navigation and planning
- Ability to maintain basic logs and records
- Ability to carry out a series of instructions without constant supervision
- Ability to provide excellent customer service and satisfaction, despite potentially stressful events/conditions
- Ability to drive and deliver in all types of weather, and in all types of routes
- Ability to walk, lift, bend, reach above the head, kneel, crouch, twist, and/or stretch during shifts up to 11 hours long
- Ability to lift, push, pull, and sort boxes and packages weighing up to 50 pounds each on a frequent basis
- Ability to climb up and down stairs frequently throughout the workday
- Ability to successfully handle and timely deliver customer packages
- Ability to timely report for scheduled shifts and maintain reliable attendance

General Responsibilities:

- Adhere to strict safety and quality standards on and off the road
- Safely drive and perform safety inspections on Company vehicle
- Follow all local and state laws, road/driving regulations, and Company policies
- Interact in a positive and a professional manner with customers and general public while delivering products to customers' homes, retail, and business locations



- Keep pace in physically demanding job
- Follow up on customer requests or problems with solution-oriented approach, keeping customer informed of delivery progress
- Sort and prepare a delivery route to meet customer expectations
- Ensure delivery vehicle is clean, fueled, and in good operating condition at all times
- May assist in training other team members
- Where appropriate, carry out in delivery station activities including sortation and general tasks
- Provide rescue assistance to other drivers once the driver has completed his/her route for the shift
- Perform other duties as assigned

Work Environment

- Drives a delivery van with a weight rating of up to 10,000 pounds to many customer residences and businesses, climbs in and out of van, and walks up and down stairs as required to deliver packages according to established procedures in all weather conditions
- Flexibility is key; routes may vary and may be delayed due to traffic from on road congestion, construction, or other factors
- Full-time hours consisting of 40+ hours a week (8-11 hours/day). There may be adjustments including, additional hours and potential schedule changes depending on time of the year and peak seasons and other factors