



**POSITION/JOB TITLE:** Truck Helper / Backup Driver

**LOCATION:** BPM (Brooklyn Park Manufacturing) Millwork Division

**Truck Helper:** EEO CODE: 8 COC / SOC: 855 / 51-70xx

**Backup Driver:** EEO CODE: 7 COC / SOC: 913 / 53-3030

**IMMEDIATE SUPERVISOR:** Plant Manager / Dispatcher

**POSITION SUMMARY:**

- Truck Helper: Assist customers in the selection and loading of materials while also performing the general duties in warehouse. Assist Drivers loading and unloading material.
  - Due to COVID-19 restrictions, helpers are unable to drive with / in the same vehicles as Drivers. Helpers will need to follow Drivers in their own vehicle to and from job sites. Once COVID-19 restrictions are lifted, Helpers can drive in the same vehicles Drivers.
- Backup Driver: Deliver, load/unload, and pick up building materials as scheduled by the Dispatcher

**ESSENTIAL FUNCTIONS (Truck Helper):**  
**(Must have clean driving record and Drivers License)**

1. Truck Helper
  - a. Assist Driver with loading & securing materials onto truck
  - b. Assist Driver with navigating in traffic and at job-site
    - Follow Driver to and from job site in their own vehicles
  - c. Assist Driver with unloading and picking up materials at job site
2. Unload trucks
  - a. Unload building materials manually or by forklift
    1. Cabinets, Windows, Trim, etc.
3. Restock/Stack Materials
  - a. Weekly vendor deliveries
  - b. Overstock items
  - c. Return items
4. Maintain appearance of facility/Housekeeping
  - a. Remove bands, scrap lumber and trash from work area
  - b. Assist with the removal of snow if necessary (seasonal)
5. Safety and Wellness

- a. Offer suggestions to continually increase knowledge and awareness of Safety
  - b. Proper use of all PPE's at all times and in all circumstances
  - c. Operate equipment and tools according to established safety standards and regulations and only after being trained
  
  - d. Support and promote safety and wellness initiatives
  - e. Report all safety concerns, hazards and incidents
  - f. Follow ergonomically correct standards in the workplace
  - g. Housekeeping
6. Continuous Improvement
- a. Support Continuous Improvement initiatives; follow Standard work as it applies to your work area and job functions
  - b. Provide and seek input from your own team to identify process improvement opportunities
  - c. Assist with identification of customer service issues and ideas for improvement
  - d. Follow standard work documented process for changing standard work
  - e. Participate in 6S events and sustain improvements in your assigned area
  - f. Support and promote Continuous Improvement Incentives within your area
7. Customer Service
- a. Represent SBL in a positive and professional manner
  - b. Select proper materials per will call customer order
  - c. Operate saw(s) to cut material per customer request
  - d. Load material onto customer vehicle
  - e. Assist customer with returns - unload material
  - f. Build loads per customer order

**ESSENTIAL FUNCTIONS (for Backup Driver):**

**(Must have clean driving record with Driver's License and ability to obtain Class B License)**

8. Safely Drive Truck (Standard Transmission, Air Brakes)
- a. Determine best route for delivery considering weather, time, equipment and road conditions
  - b. Perform required pre and post-trip vehicle inspections and complete required paperwork
  - c. Monitor truck operations
9. Customer Service
- a. Represent SBL in a positive and professional manner while at delivery sites and while driving on the public roadway
  - b. Address general concerns or questions from customers and homeowners
10. Load Truck
- a. Select materials from yard, millwork and hardware
  - b. Ensure load is complete
  - c. Notify dispatch of any shortages or Back Orders
  - d. Safely load/secure items onto truck  
(Majority of loading is done by hand)
11. Unload Truck

- a. Determine proper approach of delivery considering weather, site, equipment, and customer requests
  - b. Safely unload building materials at jobsite
12. Pick up Returns
- a. Safely load and secure returning items onto truck
  - b. Accurately tally items picked up and write credit memo (If requested by customer, otherwise returns will be tallied at yard)

**ADDITIONAL RESPONSIBILITIES:**

1. Safely operate other equipment such as a chain saw, banding machine, snow blower, etc.
2. Respect and comply with all personal safety equipment policies
3. Complete required paperwork, including Driver's Log, Delivery Tickets
4. Increase knowledge and awareness of safety for yourself and others throughout the workplace
5. Report all safety concerns, hazards and incidents timely
6. Use of Personal Protective Equipment (PPE)
7. Housekeeping – Responsible for maintaining clean and safe work area and truck.
8. Follow ergonomically correct standards in workspace
9. Commitment to Standard Work and willingness to create a positive impact
10. Other duties as assigned by supervisor

**EDUCATION & EXPERIENCE:**

1. High School Diploma or GED
2. 1 – 2 years previous lumber experience preferred
3. Minimum 6 – 12 months Commercial Motor Vehicle driving experience preferred (Willing to train. Must to able to obtain Class B)

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge of building materials
2. Safety orientated
3. Ability to problem solve and make good judgments that impact customers and SBL
4. Ability to communicate effectively and clearly (written or verbally)
5. Ability to read a map and plan delivery route to maximize efficiency
6. Excellent customer service skills
7. Ability to read, write and calculate tickets (as well as other documents/ forms)
8. Ability to perform basic math functions
9. Entry level computer skills helpful
10. Good sense of visual placement and memory
11. Good attention to detail
12. Willingness and ability to become forklift certified
13. Familiar with Twin Cities area and roadways
14. Knowledge of Federal Department of Transportation Regulations
15. Ability to adapt quickly and be flexible to changes in the environment, delivery orders, traffic, and customer needs
16. Knowledge of DDS (Dispatch & Delivery System) helpful

**PHYSICAL DEMANDS:**

1. Ability to lift and carry 75 – 100 lbs +
2. Ability to bend, stoop, stretch, twist and reach with your body, arms and/or legs
3. Ability to use hands, grasp and manipulate objects

4. Reach overhead
5. Prolonged sitting – driving
6. Must be able to pass random and required Drug and Alcohol Tests

**ENVIRONMENT & PHYSICAL WORKING CONDITIONS:**

1. Work outdoors in temperatures ranging from extreme heat to extreme cold
2. Work with and around mechanical equipment – exposure to fumes and loud noises
3. Exposure to mechanical equipment
  - As a Truck Helper: Ability to Drive (using own vehicle)

**LICENSE(S) AND/OR CERTIFICATE(S):**

- Must be able to obtain a Class B – Requires a “clean / safe current driving record”
- Must have current MN Driver license with clean driving record
- Must to able to obtain a DOT Health Card and pass DOT physical