Job Description for Delivery Man

a. Job Title	:-	**Delivery Man**
b. Gender Preference	:-	Male Only
c. Age Preference	:-	18 to 30
d. Pay Structure	:-	15 to 20
e. Reporting to	:-	Management

JOB BRIEF

A Front Desk Executive's duties and responsibilities include Pick and delivery of items, Customer Interaction, Product Handling and Safety, Route and

1. Pickup and Delivery Duties

- **Product Delivery:** Safely transport products, spare parts, or equipment to customers or service locations.
- **Product Pickup:** Collect items from customers for service, repair, or return.
- **Timely Delivery:** Ensure on-time delivery and pickup according to the assigned schedule.

2. Customer Interaction

- **Communication:** Communicate clearly with customers about delivery details and ensure proper handover.
- **Customer Service:** Address basic customer queries and provide assistance with product handling if needed.
- **Signature Collection:** Obtain necessary signatures or proof of delivery (POD) from customers.
- **Feedback Collection:** Solicit customer feedback on Google Business and take permission to record a short video of client comments for service improvements

3. Product Handling and Safety

- **Careful Handling:** Ensure safe handling and transport of fragile or sensitive items.
- **Loading and Unloading:** Efficiently load and unload items while minimizing the risk of damage.
- **Safety Compliance:** Adhere to safety protocols and guidelines during transportation.

4. Route and Logistics Management

- **Route Planning:** Optimize delivery routes for efficiency and fuel savings.
- **Navigation:** Use GPS and mapping tools to navigate to delivery locations.
- **Delivery Documentation:** Maintain accurate records of deliveries, pickups, and any issues encountered.

5. Vehicle Maintenance

- **Vehicle Inspection:** Regularly inspect the vehicle to ensure it is in good working condition.
- **Basic Maintenance:** Report any maintenance or repair needs to the appropriate department.
- **Fuel Management:** Monitor fuel consumption and ensure refueling when necessary.

6. Reporting and Documentation

- **Daily Logs:** Maintain delivery logs, mileage records, and fuel usage reports.
- **Incident Reporting:** Report accidents, delivery issues, or customer complaints promptly.
- **Inventory Management:** Verify delivery items against packing lists or invoices to ensure accuracy.

7. Compliance and Regulations

- **Adherence to Policies:** Follow company policies, delivery procedures, and traffic laws.
- **Confidentiality:** Protect customer information and maintain privacy during deliveries.
- **Documentation Accuracy:** Ensure all delivery-related documents are complete and accurate.

8. Payment

- **Payment:** Confirm payment mode appropriate department and take payment from the customer accordingly.

- **Safety:** Confirm receipt of payment and then handover the item to the client
- **Documentation Accuracy:** Ensure all delivery-related documents are complete and accurate.

Skills and Qualifications Required:

- Strong time management and organizational skills
- Good communication and customer service skills
- Knowledge of local routes and traffic patterns
- Physical stamina for lifting and carrying heavy items
- Valid driver's license and a clean driving record
- Active listener
- Multitasking
- Knowledge of Map and navigation applications
- Problem Solving skills
- Basic Knowledge of Products
- Qualification must be 10^{th} Plus