



JOB DESCRIPTION

JOB TITLE: Propane Delivery Truck Driver

REPORTS TO: LP Energy Manager

DATE: January 2025

LOCATION: Wadena

Summary of the Job:

The truck driver's responsibilities involve delivery, reporting, operations, service, safety and maintenance, and other duties as assigned by management.

Essential Functions/Principal Accountabilities of the Job:

- 1. Delivery**
 - a. Deliver LP Gas to specified locations
 - b. Develop and maintain an efficient routing system and keep route book current
 - c. Provide the customer with an accurate sales ticket and collect payment as required
 - d. Communicate safe storage and handling procedures to customers
 - e. Report to management any Hazard and Safety concerns to either self or truck
 - f. Fill out daily trip reports accurately and submit to supervisor daily
 - g. Ensure bulk plants have adequate inventory at all times
 - h. Follow cooperatives' policy on customer L.P. Gas outages
- 2. Invoice all product deliveries promptly and accurately**
 - a. Ensure all tickets presented to the office are correct
 - b. Present a copy of each transaction to the customer after each delivery
 - c. Turn all sales tickets into the office daily
 - d. Ensure all cash receipts are turned in daily and are accurate
- 3. Service**
 - a. Assist in developing and maintaining a keep-fill program for customers
 - b. Assist in developing and maintaining an efficient routing system
 - c. Schedule and perform routine customer tank maintenance as needed
 - d. Resolve customer complaints promptly
 - e. Deliver, connect, and maintain all outside L.P. equipment leased or sold to customers
 - f. Maintain rolling stock and all L.P. department fixed assets

- g. Wear a clean uniform and be neat
- h. Lose no customers due to the quality of service provided
- i. Rotate with the other propane personnel with after hour emergency phone

4. Safety and Maintenance

- a. Use extreme caution while driving in customers yard, drive slowly and watch for children, pets, animals, toys, flower beds, hedges, and lawns
- b. Observe and report any unusual activity, problems, and customer complaints to your supervisor
- c. Personal Cell Phone use is not allowed while driving as mandated by MN state law. Discipline will be harsh and may include termination of employment. All company vehicles will operate with a hands free cell phone system (no exceptions)
- d. Report any unsafe equipment or working conditions to your supervisor
- e. Assist with implementation of 5-year Leak Test Program

5. Follow regulations

- a. Observe OSHA, state, and federal safety regulations and be Hazmat certified
- b. Follow all company and regulatory agency safety policies
- c. Maintain a valid commercial drivers' license and C.T.E.P. certification

6. Operate/ Instruct drivers to do daily vehicle safety checks

- a. Check lights and safety equipment daily
- b. Obey all traffic laws, including:
 - driving within posted speed limits
 - stopping and looking for traffic at all stop signs
 - full stop at RR Crossings w/placarded vehicle
 - chock wheels when parked
- c. Allow no riders who have not been approved by your supervisor

7. Maintain the delivery vehicle

- a. Wash vehicle as weather and operating conditions require to maintain a clean vehicle
- b. Follow the regular vehicle maintenance schedule for your vehicle
- c. Report any needed repairs or special maintenance to your supervisor immediately

8. Other Duties

- a. Uphold all Cooperative policies
- b. Complete and report to office L.P. storage and truck inventories daily
- c. Perform duties as requested by management

9. Enforce and uphold the cooperative's credit policy

- a. Do not extend credit to customers on c.o.d.
- b. Do not authorize customer charges on accounts that are past due
- c. Maintain terms of the cooperatives credit policy as set by the Board of Directors
- d. Keep all personal accounts current

Note: These are the major functions and accountabilities required of the position and are the predominant criteria by which performance will be assessed. *THIS ROLE WILL ALSO INCLUDE OTHER DUTIES AS ASSIGNED.*

Working Relationships, Autonomy, and Supervision:

The L.P. Propane Driver must interact regularly and appropriately collaborate with customers and cooperative personnel

Work direction from: Energy Manager

Required Qualifications, Experience & Knowledge (Minimum level of formal education required for competent performance of the technical duties; previous experience requirements; personal competencies & characteristics deemed necessary for success in the position:

1. Education and Previous Experience:
 - a. A minimum of a High School Education and 2 years of successful drivers experience

2. Previous Experience:
 - a. A minimum of 2 years of driving experience with a clean driving history
 - b. Must have positive track record as a truck driver

3. Personal Competencies and Characteristics:
 - a. Customer service oriented with an ability to objectively problem solve, manage difficult customer situations
 - b. Resourceful, self-starter who works well with minimal supervision;
 - c. Ability to pro-actively identify areas for improvement
 - d. Well-organized, with ability to adapt to change, and follows directives
 - e. General understanding of basic mathematics, such as adding, subtracting, multiplying and dividing and an ability to perform these operations using units of American money, weigh measurement, volume and distance;
 - f. Strong Driving Skills

Physical Requirements of the Job:

Successful performance of this job requires the physical capacity to satisfactorily perform the activities noted below. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Routine use of a computer and cell phone.
- Frequent standing, walking, sitting, talking and hearing.
- Vision abilities required include close, distance and the ability to adjust focus.
- Working at this facility entails continuous exposure to dirt, dust, dampness, airborne particles, extreme weather conditions and temperatures, heavy equipment and moderate noise levels, and other attributes common to such sites.
- Will require ability to lift 50 lbs. and routinely do physical work for 8+ hours per day

This Job Description does not constitute a written or implied contract of employment. The Company reserves the right to revise or change job duties and responsibilities as the need arises. Other duties may be assigned at any time, as needed, by management. Requirements are representative of minimum levels of knowledge, skills and experience required.

Print Employee Name:

Signature:

Date:

Supervisor/Manager Signature:

HR Signature: