



**TRIANGLE**  
Distributing Company



Triangle Distributing Co. Inc. Policies and Procedures Manual  
Policy # - VIII, A., 4, a – "Product Delivery Job Description and Duties"  
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## **Delivery Position Job Description**

**Reports to:** Delivery Manager

**Objective:** This position is accountable for draft and packaged goods delivery in an assigned geographic location, collection of payment or invoices, execution of related inventory and control procedures, customer liaison and supervision of helper.

### **Physical Requirements:**

- Able to safely maneuver a hand cart loaded with 220# of product
- Able to correctly lift up to a 165# barrel
- Required to report physically fit for work. Must be in compliance with CDL regulations.

### **Primary Job Functions:**

- Follow company policies pertaining to handling all products at all assigned stops. Product must be properly stacked and placed in area designated by account supervisor. Delivery equipment will include (but is not limited to) the use of hand carts, pallet jacks, electric power jack (if provided by the account) and the Rapid Delivery Truck (cart system). Delivery includes adherence to breakage policy (VI, M) and corporate rotation policy (VI, L).
- Understand and have knowledge of product portfolio, package mix and package pricing. Stay current on product knowledge.
- Know the decision-maker on a first name basis and establish a communication rapport with every account (written and/or verbal). Customer Service is a priority.
- Understand the importance and timeliness of seasonal accounts. Seasonal accounts need to be closed at the end of each season. Inventory must be picked up and proper credit given.
- Take an active role in the Accounts Receivable status of each customer. All accounts must be kept at a "current" status as indicated by the Accounts Receivable Reports and outline in the State of Wisconsin Laws pertaining to distribution of malt beverages. Communicate special instructions pertinent to the accounts to the relief drivers.
- Responsible for every account on their assigned route. Skipping stops will not be tolerated. This is grounds for termination. Drivers are responsible for making every effort to make contact with all stops. Leaving a note is permissible if this is the only method available for communication.
- Place all products in the proper storage areas as indicated by the account personnel. This includes decking kegs and stacking cases.
- Product rotation and proper date code placement is of paramount importance.

- Responsible for disposing of all cardboard and trash at the account. If receptacles are not available bring it back to the warehouse for disposal.

**Secondary Job Functions:**

- Update the route book monthly to insure current load sheets, deal sheets and price lists are being used.
- Communicate with Account Managers for each account via phone or face-to-face meeting regarding point-of-sale or any problems with the accounts.
- Responsible for merchandising all accounts with table tents, posters, banners and litho point-of-sale. Continually seek out opportunities for permanent point-of-sale,
- Responsible to help “Grow the Business”. Always strive to increase sales.

**General Job Functions:**

- Strive to maintain MBCO’s standards under the direction of the Triangle Management Team.
- Maintain a pleasant positive attitude at all times
- Confrontation or insubordination in dealing with customers is prohibited.
- Responsible for taking time to complete Miller Brewing Company’s computer-based training.

**Equipment:**

- Pre-check trip, report maintenance problems with mechanic and/or communicate any vehicle problems to head mechanic or Warehouse Supervisor.
- Warehouse Supervisor must sign pre-check trip sheet.
- Clean bays and cabs minimum of once per week or as needed.
- Keep interior and exterior of trucks clean at all times.
- Proper equipment supplies to be on truck daily – handheld, paper, printer, hand-cart.
- Proper operation and handling of company equipment – forklift, hand cart and all company vehicles (see Policy # VI, F., 4 – Company Property Damage Policy)
- Correct knowledge of handheld system. Variances corrected prior to the end of the shift. Drivers are responsible for any shortages.

**Appearance:**

- Clean uniform. This includes no tears or holes in attire.
- All attire must be Lite brand identified as directed by the Management team. This includes hats.
- Shirts must be tucked into trousers.
- No jeans.
- Clean-shaven or well groomed facial hair.
- Collar length hairstyle.
- No facial jewelry.

Note: Triangle Distributing Management (in keeping with our company image) reserves the right to require an employee to cover all body art.

Infractions of any of the above will precipitate an incident report, a verbal warning, written warnings and ultimately dismissal, which will be the sole responsibility of the Delivery Manager.

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Signature

Date