



## Bay Area Beverage

Title: Delivery Supervisor  
Department: Delivery - Operations  
Reports To: Delivery Manager  
Location: Alameda and Contra Costa Counties, Warehouse - Richmond  
Status: Salaried, exempt  
Benefits: Yes

### ***Position Summary***

In your role as Delivery Supervisor, working under the direction of the Delivery Manager, you are primarily responsible for supporting the training, development and management of all Delivery Personnel.

The position requires a balance of strong driving and delivery skills coupled with intermediate supervisory skills and experience. As a line supervisor, you are in regular communication with all delivery personnel, occasional contact with customers, and act as an objective conduit between field personnel and Bay Area Beverage management. You are expected to exercise a high degree of confidentiality and impartiality.

As a first point of contact and representative for Bay Area Beverage Company customers and team members, you are required to lead by example, demonstrating a strong commitment to superior Customer Service and presenting a well-groomed, neat and professional appearance and demeanor at all times.

*In your role as Delivery Supervisor, you*

- A. Driver and customer support
  1. Provide regular training, coaching and mentoring to all drivers.
  2. Ensure drivers are following Bay Area Beverage Company policies and rules during deliveries. Check the drivers' route to judge how their day has progressed, check their paperwork for errors, help and observe deliveries.
  3. Ensure drivers are in compliance with D.O.T. regulations and Bay Area Beverage Company safety practices and policies at all times, including accident investigation and reporting procedures.
  4. When at customer locations, engage customer about deliveries, customer satisfaction, etc.
  5. Respond to customer calls regarding deliveries.
  6. Be prepared to answer driver emergencies including delivery assist, injuries and accidents.
  7. Handle any troubleshooting problems drivers have with their handhelds.
  8. Be visible around warehouse and greet drivers as they return to the warehouse, inquiring about their day, any issues, etc.
  9. Report all driver issues/concerns to the Delivery Manager on a timely basis.
  10. Check trucks nightly for any new damage and vehicle cleanliness
  11. Put away driver folders and plug in all iPhones

12. Prepare nightly reports (undelivered, 12 hour logs, etc.)
13. Assist in driver check-in when needed
14. Assist in checking drivers paperwork for any errors
15. Communicate any truck issues to Ryder, Pac Lease and upper management

B. Other duties

1. Cover routing when needed
2. Make deliveries/specials as needed
3. Participate in team meetings and safety training to ensure that preventive measures are enforced
4. Other duties as assigned from time to time

***Minimum Required Knowledge, Skills, and Abilities:***

1. High school diploma or GED; college degree preferred.
2. Class A commercial driver license with DOT certification.
3. A minimum of 1 year experience supervising front-line employees
4. A commitment to delivering superior customer service
5. Ability to work a flexible schedule including early mornings, evenings and/or weekends
6. Good computer skills, with solid Excel and Word skills.
7. Reliable transportation to drive between assigned accounts daily.
8. Proof of auto insurance, clean driver record.
9. Well-groomed, professional appearance

***Additional Preferred Qualifications***

1. Professional demeanor
2. Strong work ethic
3. Energetic, can-do attitude
4. High level of confidentiality
5. Have a highly developed sense of urgency

***Physical Requirements for this position include***

1. lifting, pushing and/or pulling 35lbs. on a regular basis,
2. pushing, pulling and manipulating 165lbs. on a regular basis, and
3. standing, crouching and walking for extended periods

If this describes you and the kind of opportunity you're looking for, ***we'd like to hear from you!***

***Please see Mike Toro, Delivery Manager or Todd Rovelstad, General Manager, to learn more about this exciting opportunity. You can also reach them via email or phone at [mtoro@bayareabev.com](mailto:mtoro@bayareabev.com) or 510.965.6120 ext.5100 or [trovelstad@bayareabev.com](mailto:trovelstad@bayareabev.com). 510.965-6120 ext.5000.***