**Delivery Expert**

**(DE)**

**Job Description**

Domino’s Delivery Experts provide excellent customer service while transporting customers’ orders in a safe, timely manner. Delivery Experts will assemble, load, transport and drop off items while adhering to assigned routes and road safety. Delivery Experts are polite and prompt with a commitment to providing our customers with an impressive experience. You should be thorough in ensuring orders are properly fulfilled, committed to work and road safety, and passionate about satisfying our customers.

# Domino’s Delivery Expert Position Description

Domino’s Delivery Experts will assemble, load, transport and drop off items while adhering to assigned routes and road safety. Delivery Experts are polite and prompt with a commitment to providing our customers with an impressive experience. Must have clean, reliable transportation with valid Insurance.

# Essential Duties and Responsibilities of a Domino’s Delivery Expert

* Arrive at work on time, in complete uniform with a clean vehicle and a full tank of gas.
* Must always wear a lit car top during delivery.
* Assemble all items in order, ensure all extras such as dipping cups and sodas are included in order.
* Route orders to yourself in Pulse Dispatch within 1 minute of returning to the store.
* Hustle Safely to and from store to vehicle and from vehicle to customers door.
* Transport all hot items on order in proper heat bag or cold items in a plastic T bag.
* Load all items in orders assigned to you in a clean & safe vehicle approved for delivery.
* Drive safely to and from all assigned deliveries obeying all traffic laws.
* No additional stops unless specific permission is granted.
* Collects money from customers and provides correct change.
* Collects signature for credit card and debit card transactions.
* Keeps track of cash & receipts in Domino’s Delivery App.
* Uses a drop box to ensure cash in bank bag is kept under $20. No money to be kept in vehicle.
* Listens to and resolves customer complaints, suggestions, and inquiries.
* Keeps the driver area stocked, organized, neat and clean.
* Can follow directions and help the team achieve goals.
* Must be Coachable.
* Ensuring all food safety guidelines are followed.
* Dating, rotating, and storing all products according to Domino’s Standards.
* Prepping all products to Domino’s Standards.
* Maintaining proper temperature of products while prepping.
* Maintaining sanitation of prep area and anywhere food may be exposed to.
* Restocking dipping cups, soda machines, and boxes when needed.
* Ability to lift at least 50 pounds.
* Reporting any safety hazards and maintenance needs.
* Helps to restock makeline and cut table areas as needed throughout their shift.
* Ensures that Heat bags are clean and free of rips and tears and hung back up when not in use.
* Sweeps floor regularly and mops when needed. Mopping every night required.
* Ensures the availability of clean dishes by collecting all soiled prep tubs, pans, utensils, and other cookware and cleaning them. Make sure to allow them to air dry completely then to put them away in their proper place.
* Always Keeping Sanitizer at the proper PH levels,
* Keeping dish pit area clean and organized.
* Setting production area back up at close for the next business day.
* Assist from time to time with taking phone and counter orders.
* Assist from time to time with delivering Carside orders outside to customers.
* General store cleaning.
* Shows pride and accuracy in their work.

# Required Knowledge, Skills, and Abilities

* Owns reliable transportation that you keep clean and free of debris.

• Can read, understand, and follow a map/mapping app.

* Able to pass a Criminal Background check and a Motor Vehicle Record check.
* Cell phone use required to make calls and to use Domino’s Delivery Experience App.
* Willingness to comply with all food safety procedures.
* Texas Certified Food Handlers Certificate required.
* Can understand and work with numbers.
* Can follow directions and achieve goals.
* Demonstrates strong customer service and interpersonal skills.
* Can follow a schedule, be on time, wear proper uniform and work swiftly with smart hustle
* Can communicate effectively with a variety of clientele.
* Detail-Oriented and hard working.

# Education and Experience

A high school diploma or equivalent degree is a plus but not required. Candidates for this position do not need prior experience as relevant training is provided on the job in order to learn employer-specific functions such as in how to operate the PULSE system and the Domino’s Delivery Experience app. 2 years of driving experience and history is required for anyone age 18, 1 year for age 19+. Customer service experience does help when greeting customers, answering potential inquiries, and handling complaints, though this also is not required. A positive attitude is a must.

# Work Environment

A Domino’s Delivery Expert serves a large volume of people over every shift and drives many miles, which can be taxing. Standing and moving on your feet for long periods of time is expected, which may contribute to back strain and foot problems. Because paper money is a large carrier for bacteria and germs, frequent hand sanitization is another expectation. You will handle a large amount of kitchen cookware and dishes. Sharp objects are to be handled in a safe manner. The dish pit area will be wet and can be a slipping hazard. The environment of a Domino’s restaurant is populated by triple stack conveyor belt ovens, multiple warming shelves and carts on wheels which can lead to injury. It is also warm, bustling, and very noisy at times.

Team Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director of Operations: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_