

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 008112
Grade 15**

TRUCK DRIVER/WAREHOUSE WORKER

DEFINITION OF CLASS:

This is semiskilled equipment operation and strenuous manual work involving unloading and delivery of alcoholic beverages. Contacts are primarily with employees in the same work unit and licensees and their staff, involve routine information exchange and require normal courtesy. Public service/assistance includes dealing with many customers and their staff on order, delivery and payment wants and needs and related issues on a short-term basis, daily.

An employee in this class operates heavy-duty, closed box trucks to make deliveries of alcoholic beverages to County licensees and County liquor stores. The employee follows route instructions to make deliveries, unloads merchandise from truck with the aid of a helper, and transports merchandise into customers' storage areas using roller racks, hand trucks, or by lifting and carrying the products. The employee records shipments, loads returns from customers, and collects payments (sometimes in cash) for deliveries. In performing County warehouse functions, including pick line duties, the employee locates, loads, unloads, stores and moves products and performs general housekeeping tasks. The employee follows a variety of guidelines by deciding which of them to apply to conform to Department procedures and customer satisfaction goals – this includes authorized product substitutions, adjustments for shortages, breakage, and returns – and referring only significant deviations to the supervisor. The employee works under general supervision in performing recurring assignments. The work is reviewed for adequacy, accuracy, compliance with established procedures and other factors through invoices, spot checks, input from customers and other means. Vehicle operation and interaction with customers characterize the complexity of the work. Heavy traffic, adverse weather conditions and tight-space delivery areas complicate truck operation. Payment issues and delivery problems, including shortages, breakage, irate customers and language barriers, complicate customer interaction and require the employee, through established procedures and prior experience, to offer substitutions and credits, make adjustments or select other courses of action. Employee effectiveness has a direct impact on the Department's sale and distribution of alcoholic beverages. Work is performed outdoors and in licensees' stores and the County's warehouse. The employee is exposed to inclement weather, cold storage spaces in the warehouse and licensees' stores, wet or greasy floors and other potential hazards, such as injury from passing traffic when the employee must load and unload truck from street side. Potential hazards require use of hard hat, steel-toe boots, and weight/back-belt and safety precautions. The work also involves some exposure to abusive, aggressive and unpredictable behavior from licensees and/or their employees and some danger of armed robbery of product and/or cash payments, especially in known "hot spots." Heavy physical effort is required on a regularly recurring basis to lift, carry and move products, perform controlled drops of, push and pull beer kegs weighing up to 160 pounds, and perform related tasks. Uses forklift, cherry picker, pallet jack, hand cart, hand truck, Zamboni and other equipment to access and transport products in the warehouse. Overtime is required during peak periods.

EXAMPLES OF DUTIES: (Illustrative Only)

- Performs truck operator maintenance checks and services and paperwork – checks oil, coolant, fuel and tires, bleeds air brakes and fills out log book.
- Operates truck to make deliveries, following route and delivery instructions.
- Checks orders placed onto trucks.
- Unloads merchandise with the aid of helper; directs helper to assist with unloading and movement of merchandise into customer storage area(s).
- Verifies shipments to customers and records discrepancies or changes; fills out forms for returns or credits and makes adjustments on invoice; collects payments and signs copies of invoices.
- Check shipments received at warehouse, fills orders and works the pick line for customer pick up.
- Operates various equipment, such as forklift, pallet jack and hand cart. Performs other general warehouse duties.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the techniques involved in loading and unloading beverage industry merchandise from trucks.
- Ability to operate heavy-duty, closed box trucks safely and efficiently under heavy traffic conditions and maneuver vehicle in tight spaces.
- Ability to locate street and store locations in the County.
- Ability to read and understand labels, signs, addresses and forms.
- Ability to make calculations and record information accurately.
- Ability to follow oral and written instructions.
- Ability to communicate effectively, both orally and writing, with employees, licensees and the general public.
- Individual must have attained minimum age required by State law to handle alcoholic beverages.

MINIMUM QUALIFICATIONS:

Experience: Two (2) years of experience as a Truck Driver Helper/Warehouse Worker with the Department of Liquor Control, or two (2) years of experience driving and delivering in the industrial or commercial supply industry.

Education: Ability to read and write in English and compute orders and money.

Equivalency: An equivalent combination of education and experience may be substituted.

Physical Ability: Ability to move by lifting, pushing, or rolling, objects weighing up to and including one hundred-sixty (160) pounds.

License: Possession and maintenance at all times of a valid Class B or Class A Commercial Driver's License (CDL) from the applicant's state of residence.

PROBATIONARY PERIOD:

Individuals appointed to this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam.

Class Established: April 1964

Revised: July 1974

July 1975

September 1985

March 1992

Classification Study: June 1993 (M)

June 1997

October 1997

Classification Study: December 2000 (M)

October 2006

August 2013

September 2014

June 2015

Formerly Titled: "Warehouse Worker/Truck Driver"