

SHERMAN'S

Position: Delivery Quality Specialist

Reports to: Delivery Quality Manager

Essential Functions:

- Responsible for customer contact and scheduling deliveries, installs and pick-ups
- Responsible for finalizing and posting completed deliveries daily
- Interact with customers to resolve delivery issues and resolve highly escalated delivery issues
- Interact with vendors to schedule receiving
- Assist with receiving process paperwork
- Develop strong working relationships with other departments
- Demonstrate and adhere to Sherman's Core Values
- Take direction from any member of Operations management team or their designee

Education:

Essential: High school diploma or equivalent

Desired: Associate degree

Experience:

Essential: 1 year experience customer service, dispatch, billing role

Licenses and Certifications:

None required

Knowledge, skills, and abilities:

- Working knowledge of computer programs and electronic mail
- Effective verbal and written communication skills
- Telephone etiquette
- Effective listening skills
- High level of accuracy and attention to detail
- Ability to plan, organize and establish priorities, multi-task
- Problem-solving skills
- Ability to develop strong working relationships
- Knowledge of safe work practices
- Ability to follow oral and written directions and specific rules, regulations, and processes and apply them to a variety of situations
- Time management and ability to maintain workflow in a fast-paced environment
- Confidentiality and Integrity

Working Conditions:

While performing the duties of the job, the employee is required to sit for long periods of time, wear a headset, listen, and talk. Employee is occasionally required to read and interpret. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Employee must climb stairs. The employee may be required to lift to a maximum of 25 lbs. The employee may be subject to a variety of weather conditions. The noise level in the work environment is moderate to loud.

Work Schedule:

Generally, a 5-day work week which may include evenings, weekends, and holidays. Additional hours may be required without prior notice to ensure adequate staffing and/or cover emergencies.

FLSA: Non-Exempt

Date: March 2023