



TWO MEN AND A TRUCK®

“Movers Who Care®”

MOVER JOB DESCRIPTION

Job Responsibilities

Provide the best possible customer service by efficiently and effectively assisting the driver/trainer with the moving of home and business customer's belongings

Essential Job Functions

- Assist driver/trainer with the pre/post trip truck inspections and moving equipment inventory
- Safely move/pack/unpack customer's belongings by utilizing all of the proper moving equipment and techniques, and following the necessary prescribed policies
- Constantly look for things you can do for each customer that will enable us to fulfill our mission statement
- Assist driver/trainer with organizing and securing truck at the end of each job
- Share responsibility with driver/trainer in making sure paperwork and revenues collected are properly dropped in safe at the end of the work day
- Must assist driver/trainer with backing up or maneuvering the truck in tight situations
- Contribute to a team effort by accomplishing related results as needed
- Actively participating in meetings and making suggestions for ways to improve our procedures and customer service as well as market our services
- Ensure compliance with the policies laid out in the employee handbook and/or presented by management
- Participate in ongoing training and development through **STICK MEN UNIVERSITY®**
- Must be in a clean, approved **TWO MEN AND A TRUCK®** uniform at all times without exception
- Maintain a positive image of **TWO MEN AND A TRUCK®** by ensuring proper hygiene
- All other duties as assigned by franchisee, move manager, office manager and/or general manager

Supervisory

This position has not direct reports

Education/Experience

- High School Diploma or equivalent

Skills/Knowledge/Abilities (SKA) Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability

required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be proficient in map reading and have an ability to communicate directions
- Must be able to communicate in an effective, helpful and friendly manner with co-workers and customers
- Must have the ability to listen and take instruction from driver/trainer regarding customer service, moving/packing strategies and moving/packing techniques
- Language Skills: ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization
- Mathematical Skills: ability to add, subtract, multiply and divide using whole numbers and decimals. Ability to perform these operations using units of United States dollars and weight measurements, volume, distance and time
- Reasoning Ability: ability to solve practical problems and deal with a variety of situations with limited standardized procedures. Ability to interpret a variety of instructions furnished with written, oral, diagram or schedule form
- Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, walk, talk, sit, hear, use hands and fingers, handle, feel and/or lift with hands and arms. The employee is occasionally required to lift and carry 100 pounds or more. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

The qualifications listed above are intended to represent the minimal skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as absolute standards, but as general guidelines that should be considered with other job-related criteria.