



Employee Name:

Date: August 2008

POSITION DESCRIPTION

POSITION TITLE: Materials/Delivery CDL Technician

DEPARTMENT: Materials Department

REPORTS TO: Branch Manager

STATUS: Non-Exempt

JOB SUMMARY:

To set-up, deliver, pick-up and exchange home medical supplies and equipment, sell product (s) or render services, and collect money from customers. Repair, clean, disinfects and sterilizes machinery, tools and maintains medical equipment. Verify and keep records on incoming and outgoing shipments and prepare items for shipment. Compile records concerned with ordering, receiving and storing supplies and equipment in accordance with HealthCare Accessories mission, vision and goals.

EDUCATION/EXPERIENCE:

- High school diploma or equivalent experience.
- Prefer background or knowledge in medical supplies and equipment.

LICENSE/CERTIFICATION:

- Valid drivers license with driver insurability.
- Valid CDL drivers license with Hazmat and Tanker endorsement and/or the ability to

be licensed.

- Valid DOT physical certification and/or the ability to be certified.

CORE COMPETENCIES:

- Customer Service

- Listens to understand what customers have to say.
- Interacts with customers in a warm and friendly way.
- Takes immediate action to meet customer requests or needs.

- Safety

- Recognizes safety hazards and takes corrective action; seeking assistance when needed.
- Demonstrates knowledge of operational policies and procedures.
- Performs work safely, without causing harm or risk to self, others or property.

- Organizational Commitment

- Makes a decision considering the impact of the decision on other areas.
- Initiates collaboration with others outside of service area.
- Demonstrates personal commitment to the principles, values and ethics of the organization.
- Models accountability for learning by sharing knowledge and learning from others.

- Interpersonal Communication/Relationships

- Builds effective working relationships.
- Expresses appreciation to others for their work.
- Treats others with respect.

JOB SPECIFIC COMPETENCIES:

- Deliver, set-up, pick-up and exchange medical equipment. (20%)
- Schedule delivery and pick-up times as necessary.
- Record rental equipment information on the invoices.
- Provide customer with equipment/product training.
- Provide customer with Company information.
- Document unsafe observations on the invoice.
- Require a customer demonstration for use of equipment.
- Maintain logbook.
- Service and repair customer equipment. (20%)
- Evaluate equipment for repair.
- Estimate equipment repair costs.
- Order parts for repairs.
- Repair equipment.
- Complete invoice information.
- Deliver equipment and schedule pick-up times.
- Receive and maintain warehouse inventory. (20%)
- Sign and verify deliveries.
- Verify package contents.
- Complete computer receipts.

- Stage for stocking or shipping.
- Stock, face and rotate inventory.
- Label product bins.
- Communicate stock levels and back order information
- Assist in cycle counts.
- Label products and equipment.
- Assemble, verify and package customer order for shipping. (10%)
- Pull customer orders.
- Verify contents.
- Package customer orders.
- Prepare shipping documentation.
- Ship or stage for delivery.
- Monitor and track fixed assets. (5%)
- Infection Control Protocol. (15%)
- Dispose of soiled or contaminated supplies.
- Clean, disinfect and maintain equipment in a timely manner.
- Follow infection control procedures and keep cleaning area free from contamination.
- Properly mark and cover cleaned equipment.
- Maintain and expand professional/position development. (5%)
- Keep current on new products, changes in current product inventory, etc.

- Participate in educational offerings, i.e., DME Train modules, CEU's, etc.
- Promote teamwork and professional growth.
- Serve on committees and assist on projects as necessary.
- Keep current on DOT regulations.
- Perform other functions as directed by management. (5%)
- Special projects as assigned.

SKILLS, KNOWLEDGE AND ABILITIES:

- Knowledge of Company trade area.
- Ability to maintain confidentiality.
- Ability to use telephone, computer and traditional office equipment, i.e., photocopy machine, facsimile, etc.
- Ability to accurately compare and verify information.
- Ability to read, analyze and interpret common technical journals, reports and legal documents.
- Ability to establish and maintain effective working relationship with supervisor, co-worker and customer.
- Ability to be organized, self-motivated and maintain a positive attitude.
- Ability to receive guidance and supervision, follow work rules and meet deadlines.
- Ability to communicate and exchange information which is clear and concise, in written and verbal form.
- Ability to maintain composure under stressful conditions, when dealing with a wide range of personalities and when handling multi-task functions.
- Ability to attend meetings and inservices as required for the position.

- Ability to understand and follow safety/security practices.
- Ability to meet attendance standards and to work additional hours, as necessary.

PHYSICAL REQUIREMENTS:

- Physical requirements of the position are based on the work environment. Please refer to the most recent Physical Requirements Form.

BLOOD EXPOSURE RISK: *High Risk*

- This position is classified as a Category I position under OSHA guidelines with high risk of exposure to bloodborne pathogens and other potentially infectious materials.