



JOB DESCRIPTION

TITLE: Delivery Driver **REPORTS TO:** Restaurant Manager or Shift Super.

DEPARTMENT: Food & Beverage - FOH **FLSA STATUS:** Non-Exempt (Hourly)
P/T Seasonal

JOB SUMMARY

As a Pizza Delivery Driver, you will be responsible for delivering pizzas and other menu items to customers in a timely and professional manner. You will also be expected to provide excellent customer service, maintain a clean and organized delivery vehicle, and assist with various tasks within the restaurant, as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Deliver pizzas and other menu items to customers' homes or businesses in a safe and timely manner.
- Ensure all orders are complete, accurate, and securely packed before leaving the restaurant.
- Provide exceptional customer service by being courteous, friendly, and professional when interacting with customers.
- Handle cash and card payments, provide change when necessary, and ensure accurate transactions.
- Maintain a clean and organized vehicle, ensuring it is in good working condition.
- Follow all traffic laws, safety procedures, and company policies during deliveries.
- Assist with order preparation, answering phones, and other restaurant duties when not making deliveries.
- Report any delivery issues (e.g., incorrect address, customer complaints) to management immediately.
- Ensure food and drink items are handled properly to maintain their quality.
- Participate in team meetings and contribute to improving the overall customer experience.

The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

**LCJ MANAGEMENT, LLC d/b/a OWL'S NEST – THE WHITE MOUNTAINS
WMCC, LLC d/b/a OWL'S NEST VINEYARD COURSE**

KNOWLEDGE, SKILLS, AND ABILITIES

- High School Diploma or GED.
- Demonstrate efficient problem-solving skills.
- Excellent communication skills both verbally and visually.
- Organization and attention to detail, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.
- Ability to use a GPS or map for route planning.

- Must have a reliable vehicle and your own automobile insurance.
- Ability to work in a fast-paced environment and handle multiple tasks at once.
- Ability to lift and carry food items (up to 35 lbs).
- Must be flexible with hours and available on weekends or holidays as needed.
- Previous delivery or customer service experience is a plus.

LICENSURE / CERTIFICATION REQUIREMENTS

- Must have valid driver's license, be a minimum of 18 years of age, and have an exemplary driving record.
- Participate in ongoing education and training.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Ability to work a flexible schedule, which includes days, evenings, holidays, and weekend assignments.
- Must be able to lift and stack objects up to 35 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Walking, sitting, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, twisting/turning, bending at the waist, stooping, talking, hearing, seeing, and smelling.
- Tolerate, at times, extreme temperatures like refrigerators (36F) and kitchens (+100F) for one or more hours.
- Ability to work and handle stress arising from demands in production.
- Exposure at times to inclement weather.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my Supervisor's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest; it is my responsibility to notify the F & B Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Date

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