

# **HOMETOWN REFURNISHING**

## **PART-TIME DELIVERY ASSOCIATE**

### **Position Summary**

Hometown Refurnishing is a small, family owned and operated Furniture and Home Décor Retail store in Ephrata, PA. We are currently in search of a team member to fill a delivery associate position. This is a part-time hourly position at 15-30 hours per week. The successful candidate will be responsible for delivering and assembling furniture in customers' homes while maintaining a high level of professionalism, customer service, safety, and care.

### **Duties & Responsibilities**

- Ensure high levels of customer satisfaction through excellent service
- Arrive timely to delivery appointments; communicate any delays & delivery completion
- Handle product with care, ensuring no damage to product or customer home/property
- Set up furniture per customer expectation
- Immediately communicate any customer concerns to management
- Adhere to cleanliness and safety standards at store, warehouse and customer home
- Maintain a clean work environment
- Keep delivery vehicle clean and well maintained
- Operate company vehicles in a safe and cautious manner
- Inspect furniture prior to loading delivery truck, verify all pieces are accounted for, and inform managers of any damage or issues
- Perform a variety of other non-delivery duties, as assigned, which may include unloading trucks, storing furniture in warehouse, and assembly or repair of furniture

### **Expectations**

- Ability to work a flexible schedule. Some Saturdays required
- Ability to multitask in a customer focused, fast paced environment
- Consistently interact with our customers in a courteous and professional manner
- Ability to handle stressful situations with professionalism
- Learn and develop skills to handle furniture in a customer's home as well as minor touch up and furniture repair
- Ability to handle, wrap, pack and load furniture
- Consistently make good decisions with minimal supervision
- Ability to communicate and work as a team

### **Qualifications**

#### *Education / Experience*

- High School Diploma or General Education Degree (GED)
- Minimum of 2 years driving experience preferred
- Possess and maintain a valid PA driver's license & clean driving record
- Experience driving a 14-18 ft. box truck preferred (no CDL required)
- Experience handling and maneuvering enclosed trailers preferred

#### *Physical Requirements*

- Ability to consistently lift and move furniture and bedding in excess of 100lbs
- Must be able to lift 50-100 lbs unassisted
- Deliver and transport furniture in a variety of outdoor weather conditions
- Ability to maintain a neat and clean personal appearance, and adhere to company dress code

- Ability to stand, sit, climb, and walk for extended periods of time

#### *Knowledge/Skills/Abilities*

- Communication and customer service skills
- Ability to follow GPS & read maps of delivery locations
- Must be able to operate vehicles in compliance with all DMV rules and regulations, and PA state laws
- Strong decision making, critical thinking, and problem-solving skills
- Must be able to read, comprehend and document all information required on furniture delivery or pick-up orders, lead and be able to oversee the work of delivery team members, and clearly communicate any delivery problems and issues
- Requires working independently and as a member of a team
- Able to exercise independent judgment without supervisory assistance when necessary
- Basic math skills required

#### **Compensation**

This is a part-time hourly position that may require Saturday availability.

- Competitive Compensation: Based on Experience
- Store Discount

**For immediate consideration, please send resume and letter of interest, including salary requirements via email or pickup an application in person at:**

Hometown Refurnishing LLC, 24 E. Main Street, Ephrata PA 17522  
717-733-0916

Operations Manager: Chris Anderson  
Email: [purchasing@hometownrefurnishing.com](mailto:purchasing@hometownrefurnishing.com)