



**POSITION TITLE: MOVER/PACKER**

**MANAGER'S POSITION: DISPATCHER**

**RESULT STATEMENT:** *This position is accountable for producing the following result:*

To pack, load, secure and unload customers good in order to ensure customer receives damage-free goods.

**REPORTING POSITION:** *These positions report directly to me and are accountable for producing the indicated result(s):*

N/A

### **WORK LISTING:**

#### ***Strategic Work:***

- 1.) Pack household goods in accordance with Company policy and training.
- 2.) Assist driver/crew leader in loading and unloading household goods shipment as per Company policy and training.
- 3.) Deliver and pick-up household goods with moving team as scheduled in courteous and professional manner.
- 4.) Utilize proper safe technique for lifting, packing, and handling heavy objects.
- 5.) Effectively communicate delivery and pick-up challenges to Driver/Crew leader.
- 6.) Load and unload trucks with and without the assistance of mechanical devices.
- 7.) Comply with Company drug and alcohol policy.

### **STANDARDS:**

#### ***Position Specific:***

- 1.) Every move job will have appropriate projection installed to ensure floors, walls, casings, and goods are not damaged during the pick-up or delivery of the shipment.
- 2.) All moving equipment will organized and returned to designated storage position at the end of every job.
- 3.) Truck will be kept free of trash, clean and ready for the next job at all times.
- 4.) You will refer all customer questions to the Driver/crew leader.
- 5.) You will report to work dressed in company uniform.

#### ***Company-wide:***

- 1.) All proprietary Company information will be held as strictly confidential outside the Company.
- 2.) All work will be performed in accordance with all laws, regulations and ordinances in which the Company operates.
- 3.) All work will be performed according to Company policies and standards inherent in all position contracts, employee manual, driver manuals, ongoing policy memoranda, and dress codes.





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- 4.) Client and Company information will be held strictly confidential outside the Company.
- 5.) All lifting, packing and handling of heavy objects will be performed in a way that utilizes proper technique.
- 6.) Any issues to be resolved or deadlines that cannot be met will be reported to Manager prior to the due date and time.
- 7.) Employees will provide staff assistance as requested; each employee may be asked from time to time to cover others areas of accountability and/or departments.
- 8.) All business communications, whether verbal, visual or written, whether for internal or external use, will be professional in tone and content and according to any applicable and existing company policies and standards.
- 9.) All telephone calls, internal or external, will be returned within one business day and within two hours whenever possible.
- 10.) Employees will respect each other's time, space and need for concentration.
- 11.) Socializing and interruptions will not impede workflow.
- 12.) Employees will have regularly scheduled meetings with their manager.
- 13.) Employees are encouraged to recommend ideas for improvement of their department and/or position that are consistent with Companies Strategic Objective.
- 14.) Employee will report to work on time and ready to work.
- 15.) Employee will provide the highest level of customer care and communication at all time to ensure the very best customer experience.

**SIGNATURES:**

**Statement of the position holder:**

I accept the accountabilities of this position and agree to produce the results, perform the work and meet the standard set forth in the position contract.

\_\_\_\_\_

Date                      Signature                      Printed Name

**Statement of the position holder:**

I accept to provide a working environment, necessary resources, and appropriate training to enable the accountabilities of this position (results, work, standards) to be accomplished.

\_\_\_\_\_

Date                      Signature

