

## Job Description

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Approved By: Rory J. Holms

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Position Title: Delivery Technician III

Reports To: Field and Training Supervisors

Supervises:

### Primary Responsibilities

- Delivery of prescriptions, medical supplies, surgical implants, and, the delivery, set up, pick up, and servicing of complex medical equipment all in a timely, professional, and courteous manner.

### Essential Functions

- Make deliveries of prescriptions, medical supplies, and surgical implants.
- Deliver, set up, pick up, service, and instruct both simple and complex medical equipment.
- Load and unload vehicle.
- Assume on call and holiday duties as required.
- Complete all paperwork accurately, legibly, timely, and completely, and, obtain all necessary patient/responsible party signatures and information.
- Accountability for all company property such as vehicles, computers, cell phones, keys, fuel cards, uniforms, etc...
- Be responsible for company vehicle's cleanliness, and operation.
- Be responsible for all client and patient property.
- Obtain, retain, and convey knowledge regarding simple medical equipment such as wheelchairs, walkers, commodes, bath aids, alternating pressure pumps, low air loss systems, portable oxygen, oxygen concentrators (exchanges and pick ups), hospital beds, patient lifts, trapeze bars, etc...
- Provide excellent courteous service to our clients' patients.
- Follow all company procedures as they relate to delivery, pick up, and returns.
- Maintain confidentiality of all company, client and patient information.
- Attend all mandatory company and client meetings and inservices.
- Call patients with estimated time of arrival when required.
- Communicate with dispatch regarding availability, non completed deliveries/pick ups, and all incidents and accidents.
- Provide in field training to new employees when necessary.
- Other duties as assigned.

## Skills, Qualifications and Experience

- Ability to read a map.
- Valid drivers license.
- Clean driving record.
- Clean criminal background and drug screen.
- Must be able to follow procedures.
- Must have the ability to review facts, make appropriate decisions, and convey information to management, clients, and patients.
- Excellent customer service skills.
- Knowledge of home care delivery protocol preferred but not required.
- Must have professional appearance and positive attitude.

## Education

- High school diploma

## Physical Requirements

- Position requires the ability to walk, sit, stand, reach, bend, speak, listen, write, drive a company vehicle, and lift up to 100 pounds on a regular basis.

## Travel, Work Hours

- Primarily within the state of Wisconsin with occasional trips to other Midwest locations.
- Work hours are established at time of hire and may encompass any day of the week and any hours of the day.

## Compensation and Benefits

- Part time (limited benefits) hourly, Commission (limited benefits) percentage, and Full time (benefits) hourly.