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**Job Title:** Delivery Driver  
**Department:** Operations  
**Reports to:** General Manager  
**Prepared Date:** February 2009

## Summary

Check all products for accuracy against quality standards and deliver products to customers in a safe, courteous, and timely manner while working as part of a team. Support the restaurant by performing other workstation duties. Comply with Papa John's uniform, appearance, and operations standards as defined in the Operations Manual, Cross-Training Guidebook, Team Member Handbook, and with federal, state, and local laws and ordinances.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Perform duties including pre-delivery vehicle preparation, learning the delivery area, checking orders for quality and accuracy, following proper delivery procedures; providing quality customer service through positive and professional interaction with customers in person or by phone, and acting with a sense of urgency in everything they do. Perform other assigned workstation duties including making quality products, preparing ingredients and taking orders.
- Work as part of a team and assist each other by being on time for their shift, supporting other workstations during their shift and completing all closing duties, including cleaning, at the end of each shift. Enhance the company's image by complying with uniform and appearance standards. Contribute to an atmosphere of teamwork, energy and fun.
- Accurately process order paperwork and payment transactions, execute cash management duties, and use the PROFIT System. Support sales efforts by suggestively selling to increase the check average when taking an order and distributing door hangers during every shift. Protect the company's assets by maintaining organized, safe, and clean work areas; comply with safety and security standards at all times.

**Position Qualifications.** To perform this job successfully, team members must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Competencies** are classified as the work habits, attitudes, personal characteristics, and behaviors that reflect how a person accomplishes the duties and responsibilities of his/her job.

- **Attention to Detail:** Follows established guidelines and procedures to ensure accuracy, gets work right despite pressing deadlines; concentrates on routine work details and organizes and maintains a system of records; is alert and aware of surroundings and carefully monitors technical equipment or processes.
- **Commitment to Task:** Demonstrates dependability and shows a sense of urgency about getting results; willing to commit the hours it takes to get the job completed; takes responsibility for actions and achieves results; overcomes obstacles.
- **Customer Focused:** Commits to meeting the needs and expectations of the organization's internal and external customers; builds and maintains a customer base; delivers a high level of customer service; searches continually for ways to increase customer satisfaction (i.e., customer feedback).
- **Flexibility:** Adapts and changes course of action when appropriate; effectively transitions from task to task; deals well with unresolved situations, frequent change, delays, or unexpected events; maintains objectives amidst shifting priorities.
- **Initiative:** Takes action proactively; addresses issues or opportunities without supervision; focuses on desired results and accomplishments; demonstrates clear purpose, enthusiasm, and a "can-do" attitude.
- **Teamwork:** Works cooperatively with others to accomplish business goals and objectives; asks others for their ideas and opinions; supports team's decisions; contributes to the team's efforts.

## Functional Skills

- Cash management skills

## Education and/or Experience

- High School diploma or GED preferred

**Physical Demands.** While performing the duties of this job, the team member is required to use hands repetitively, stand for prolonged periods, walk, grasp firmly/strongly and simply/lightly with hands, and use fine finger dexterity. The team member is frequently required to bend over, twist, reach above shoulder level, crouch or stoop, kneel, repetitively use feet, and use head and neck in a twisting or static motion and to look up and/or down, push and/or pull, and lift and/or move up to 50 pounds. Occasionally, the team member is required to sit, climb, balance, and lift and/or move over 51 pounds.

**Work Environment.** While performing the duties of this job, the team member is required to work outdoors in various temperatures, in a noisy environment, near moving mechanical parts, with dangerous equipment or sharp tools, and around fumes, odors, dust, or toxic chemicals.



## **Additional Information**

- Must be 18 years of age or older
- Must have a driver's license valid under the laws of the state(s) where the team member works, acceptable motor vehicle record, proof of insurance, and satisfactory vehicle
- Must be able to work long hours, scheduled or unscheduled, which will include nights, weekends, and as emergencies arise
- Must be cross-trained and perform other workstation duties within the restaurant as needed
- Bilingual in certain markets
- Non-exempt, hourly position