

JOB DESCRIPTION

Position: Store Support Specialist - Glendive

Incumbent: _____ Supervisor: Robert Person _____

Authorized By: _____
Eric Bliss, Vice President

Approved By: _____
Glenn W. Bliss, President

Date Assigned:

OBJECTIVE

To provide effective store support and service activities including but not limited to: all Medical Oxygen fill-plant operations, thorough understanding and knowledge of inert and cryogenic gases/liquids as needed. Duties including high- and low-pressure cylinder filling and liquid vessel filling of industrial and medical gases. Occasional deliveries of cylinders or LV's as needed. Mandatory compliance with all federal regulations including FDA, DOT, and OSHA as they apply to medical, beverage, filling and delivering of cylinders. Automated Cylinder Management (ACM), inventory control, filling procedures, distribution and industry knowledge to insure the correct, timely and accurate accounting of gases, cylinders and physical inventory. Customer interface in-store or at customer locations. Additionally, this position may include safe delivery of gas and welding related products to customer locations. Represent the company in a professional manner while interfacing with customers on product, delivery, pricing, or related issues.

RESPONSIBILITIES

The essential functions of the position include but are not limited to the following:

1. Ability to fill cylinders as directed and trained at local branch according to company policy; filling of high and low pressure and liquid cylinders, both industrial and medical. Majority of time will be in the medical oxygen fill plant, but occasional requirements for cryogenic gases or liquids in the fill plant is required.
2. Complete and maintain accurate and legible logs and reports concerning deliveries and vehicle inspections.
3. Follow all company safety guidelines in conjunction or in addition to all government mandated safety rules and regulations.
4. Participate in monthly safety meetings.
5. Assist with the orderly loading of the delivery vehicles, which insures the efficient use of time and scheduling of delivery routes.
6. Accurate and timely completion of all regulatory required forms.
7. Follow all company safety guidelines in conjunction or in addition to all government mandated safety rules and regulations.
8. When needed; deliver product to branches and/or customers while abiding by load safety, DOT and general safe driving guidelines.
9. Expected to know products and demonstrate to new and existing customers.
10. Assist with counter sales and phones as requested.
11. Work with branch manager to assist in completing inventory cycle counts and physical inventory
12. Ensure accurate inventory at all times (gases, cylinders, hard goods).
13. Hot shot deliveries to customers as needed
14. Gather and coordinate, on a daily basis, customer billing papers, order requests and telephone answering machine messages regarding product delivery requirements.

15. Where possible, listen to and resolve customer complaints. When necessary, provide feedback to office regarding customer complaints or issues on pricing, quality, credit, or need for sales representative follow-up.
16. Assist when directed in the pick-up and unloading of cylinder product empties from the customer.
17. Maintain professional and technical knowledge by attending educational workshops and reading trade magazines
18. Assist with such other duties or responsibilities as may be assigned or required to insure maximum distribution and operations effectiveness and profitability.

REPORTS PREPARED

1. Pumper's Log
2. Daily Scale and Analyzer Logs
3. FDA SOP Required Documentation (Full Cylinder)
4. Inspection logs for truck
5. Weekly Sales call reports as requested by management

INTERFACE

- Internal: Must effectively interface at all levels within the organization and particularly with branch staff, corporate and customer service.
- External: Must maintain positive interface with the customers, suppliers, FDA, DOT and OSHA representatives.

QUALIFICATIONS

- Experience: Minimum sales background and customer service experience preferred. CDL-B license will be required upon hire.

SPECIAL REQUIREMENTS

1. Ability to possess appropriate and current CDL driver's license with necessary endorsements; history of safe driving as exhibited by state MVR reports.
2. Must be mentally adaptable and flexible in dealing with a variety of people. Can be called upon to handle difficult situations.
3. Knowledge of and willingness to learn and follow all governmental regulations as they relate to our industry. These include OSHA, DOT, and FDA.
4. Capable of completing basic mathematical calculations and entering correct information on logs and other reports.
5. Ability to effectively plan and organize truck loads and delivery schedules.
6. Vision correctable to within normal range for vehicle driving and completion of reports.
7. Able to move or lift products and materials of varied sizes and weights, sometimes in excess of 300 pounds.
8. Capable of working in diverse and often unpleasant weather and working conditions.
9. Position requires prolonged sitting, some bending, stooping, and climbing.
- 10. Submit to drug testing per DOT regulations**
11. Work beyond normal business hours as required

EQUIPMENT UTILIZED

1. Over-the-road delivery trucks
2. Forklift
3. Hand Cart
4. Various Hand Tools
5. Computer
6. Calculator

CHARACTERISTICS/SKILLS

1. **Flexibility:** The duties of the job will change with the needs of the business and branch. The qualified individual will be able to adapt quickly and easily to a changing environment and is not one who must work under a rigid format.
2. **Teamwork:** The qualified individual will be able to work well in a team environment and will be able to get along with various personalities. The individual will be working with different individuals on a regular basis including route drivers, salespeople, branch managers, and administrative personnel.
3. **Communication:** The qualified individual will have excellent communication skills. The individual will be working with many different people and could be handling several different tasks continuously. The ability to communicate concisely will be critical.
4. **Well Organized:** The qualified individual will have strong organizational skills and will be able to handle multiple projects and will be able to meet deadlines as required.
5. **Honesty:** The qualified individual will have the highest degree of honesty, ethics, and integrity.
6. **Motivated:** The qualified individual will be a self-starter and will be highly motivated to perform the job “above expectations”. The individual will have the ability to see what needs to be done and will get the job done in an efficient and professional manner.
7. **Customer Service:** The qualified individual will have impeccable customer service skills. We are in the customer service business and every employee who earns a paycheck from this company is taught to understand that it is our customers who pay our salaries and our bills.
8. **Product Knowledge:** The qualified individual will make the commitment to study and learn our full product line to be best prepared to service and support our customer—fully understanding that a large part of this learning will be either before or after general work hours.

NOTE: General Distributing retains the right to change or add the duties of the position at any time.