

JOB DESCRIPTION

TITLE: Driver/Service Technician

FUNCTION: Under general supervision, is responsible for the delivery and service of all products not classified as "common DME" or disposable.

HAS SUCH DUTIES AS:

1. Is responsible for delivery of all products and equipment. Deliveries are to be made according to a pre-arranged in a timely manner. Is responsible for assigned evening and weekend on call duty according to schedules. Provide high level of customer service at all times.
2. Is responsible for instructing patients on use and care of equipment. Must maintain high level of product knowledge on all oxygen and DME.
3. Is responsible for seeing that all paperwork relevant to the position is returned thoroughly completed without errors.
4. Is responsible for maintaining the physical and mechanical condition of his/her assigned company vehicle. Trucks/vans are able to be cleaned and serviced regularly.
5. Is responsible for some equipment repairs and assembly.

POSITION REQUIREMENTS:

1. High school diploma or equivalent.
2. Prior home health care experience preferred.
3. Good communication skills.
4. Must be able to lift over 100 lbs. regularly.
5. Must be able to read, write and speak English fluently.

EMPLOYEE PERFORMANCE EVALUATION

Position: Driver/Service Technician

Employee: _____ Date: _____

Rating Scale:

0 = Performance is unacceptable, immediate improvement required

1 = Performs as expected occasionally, needs reinforcement

2 = Performs as expected most of the time

3 = Performance is exemplary, exceeds expectations

Quality of Work:

0 1 2 3

- 1) Makes sure all incoming equipment is properly bagged and tagged.
- 2) Follows all driving rules and regulations including DOT requirements.
- 3) Follows all infection control protocols and universal precautions.
- 4) Utilizes proper safety and personal protection devices at all times as necessary.
- 5) Obtains complete required signatures and dates on all forms given to clients.
- 6) Provides complete documentation whenever required to document any unusual circumstance regarding a delivery or call.
- 7) Maintains the on-call log regularly and accurately.
- 8) Greets clients and visitors in courteous manner by introducing self and calling clients by name.
- 9) Maintains properly stocked delivery vehicles.
- 10) Performs daily vehicle inspections.
- 11) Performs minor repairs efficiently and accurately.
- 12) Completes all Equipment checklists prior to morning departure!

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

Delivery Driver/Technician
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Quantity of Work:

0 1 2 3

- 1) Completes all assigned work during scheduled shift.
- 2) Completes normal deliveries by 5:00 p.m. daily.
- 3) Is ready for morning departure no later than 10:30 a.m. unless unusual circumstances arise and cause delays.
- 4) Performs average patient delivery in 20 minutes or less (unless delayed by patient).
- 5) Performs minor repairs on manual equipment consistently and effectively.
- 6) At the end of the day reviews unfinished projects to prioritize next day's workload.

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

Knowledge of Job:

0 1 2 3

- 1) Demonstrates understanding of Universal Precautions and clearly understands infection control policies for cleaning equipment.
- 2) Demonstrates an understanding of all manual equipment delivered and a basic operating knowledge of power equipment.
- 3) Understands and abides by all state driving laws and regulations.

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- | | 0 | 1 | 2 | 3 |
|--|---|---|---|---|
| 4) Demonstrates awareness and understanding of job description and job responsibilities. | | | | |
| 5) Attends and contributes to inservices. | | | | |
| 6) Understand basic repairs to manual equipment. | | | | |

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

Judgment and Decision Making: 0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions.
- 2) Decisions are always based on policies and procedures.

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

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Reliability and Initiative:

0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.
- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.
- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

Safety and Infection Control

0 1 2 3

- 1) Is knowledgeable on infection control practices.
- 2) Demonstrates knowledge of safety policies and procedures.
- 3) Completely understands and can describe emergency/disaster procedures (e.g., what to do in the event of a disaster)

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

PERFORMANCE EVALUATION SUMMARY SHEET

POSITION: _____

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT AND DECISION MAKING	RELIABILITY AND INITIATIVE	OVER ALL RATING
# OF POINTS						
# OF STANDARDS						
AVG.						

Developmental Goals & Training needs:

Employee Comments:

Supervisor Comments:

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____