



JOB DESCRIPTION

Title: Truck Driver

Reports to: Thrift Store Manager

Department: Thrift Store

FLSA Status: Non-Exempt; Full-Time

The Thrift Store Truck Driver is responsible for the safe and timely pick-up, delivery, loading, and unloading of donated items for the organization's thrift store operations. This position supports the mission of the nonprofit by providing excellent customer service to donors, assisting with donation collection efforts, and ensuring donated goods are transported safely and efficiently. The Truck Driver also assists with warehouse and store operations as needed.

PRINCIPLE JOB DUTIES AND RESPONSIBILITIES

- Safely operate HEP vehicles to pick up donated furniture, household goods, clothing, and other items from donors and partner locations.
- Load, unload, and transport donated merchandise in a safe and efficient manner.
- Provide excellent customer service to donors, customers, and community partners during in-store shopping, pickups, deliveries, and donation drop-off interactions.
- Ensure all donations are handled respectfully and with care to prevent damage.
- Plan daily pickup and delivery routes efficiently and communicate schedule updates, delays, or concerns to the Thrift Store Manager.
- Complete donation receipts, delivery paperwork, vehicle logs, and other required records accurately and on time.
- Follow all motor vehicle laws, HEP protocols, Thrift Store operational procedures, and OSHA safety standards.
- Conduct routine vehicle inspections and report maintenance or repair needs promptly.
- Assist with sorting, staging, and moving donated items in the Thrift Store warehouse or sales floor as needed.
- Maintain cleanliness and organization of trucks and loading areas.
- Ensure safe lifting, loading, and securing merchandise during transport.
- Help train any new drivers and volunteers as requested.
- Support store staff with furniture placement, inventory movement, and donation processing as needed.
- Serve as a positive representative of the organization during all donor and customer interactions.
- Complete and maintain required yearly HEP driver training.
- Schedule may require occasional work on a Saturday or holidays.
- Other duties as assigned by the Thrift Store Manager.



EDUCATION, KNOWLEDGE AND SKILLS REQUIRED

- High school diploma or GED.
- Previous experience driving a box truck or similar delivery vehicle preferred.
- Ability to safely operate lift gates, dollies, hand trucks, and moving equipment.
- Excellent customer service skills.
- Good organization and time management.
- Effective verbal and written communication skills.
- Sensitivity to the cultural diversity of clients and the ability to work effectively with diverse racial, ethnic, and economic groups.
- Proficient in Microsoft 365.
- Must be flexible and able to adapt easily to change with or without notice.
- Bilingual in Spanish is a plus but not required for this position.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions.
- Walking and standing on uneven surfaces around the HEP campus.
- Sitting, standing, walking, bending, lifting, pulling, reaching, etc.
- Ability to lift 50 pounds with ease; Anything over 50 pounds requires a team lift.
- Current, valid Florida driver's license.
- Must be able to successfully pass a background Level 1, motor vehicle registration (MVR) check, drug, and alcohol screenings.

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.