



Delivery Career Path

Helper

0-3 months:

- Comfortable with straps and moving appliances
- Proper handling and organization of product/trash/recycling in the back of the truck
- Comfortable with driving the delivery truck
- Check-in product loaded on the truck each morning
- Building knowledge and good pace regarding opening and unpacking appliances

3-6 months:

- Helping to install appliances at the basic level
- Comfortable using the Dispatch Track App
- Improved interaction with customers after completing delivery

6-12 months:

- Ability to problem-solve, follow necessary protocols before job completion, and lead a truck
- Skilled in hooking up gas, electric, and water hoses
- Solid communication skills with customers and Delivery Coordinators
- Ability to install air conditioners, set up grills, and complete door swing customs

Crew Leader

Basic Crew Leader:

- Skilled at installing free-standing appliances (fridges, ranges, washers, dryers, ACs)
- Knowledge of completing door swing customs and grill set-up
- Full knowledge using the Dispatch Track App
- Ability to train new crew leaders

Install Crew Leader:

- Ability to handle all responsibilities of a *Basic Crew Leader*
- Advanced skillset installing OTR microwaves, range hoods, dishwashers, and garbage disposals

INS/Tech installer

INS:

- Same skill set of an *Install Crew Leader*, but now working solo on a smaller delivery van
- Focus aimed towards installing dishwashers, OTR microwaves, range hoods, and garbage disposals without a helper

Tech Installer:

- Tech Helper needs experience involving *Install Crew Leader* skills
- Tech Crew Leader requires similar experience of an *Install Crew Leader*- geared towards professional grade appliances
- Responsibilities include cutting countertops/cabinets and installation of appliance door panels
- Complicated tech installation of high-ticket items and built-in requirements of the appliances

HVAC/Plumbing Department

- Elite level installers to be considered for advancement
- HVAC department involves the installation of heating and cooling systems
- Plumbing department focuses on short-order plumbing services, installation of water heaters, water softeners, and custom dishwasher installations
- Advanced skillset required regarding water and gas appliance installation in the plumbing dept.