

**Job Title:** Delivery Manager

**Job Summary:** Use prior experience to lead and supervise all aspects of delivery operations. This includes leading overall customer experience, delivery strategy, scheduling, compliance with cannabis regulations and labor laws, staffing, security, safety, and record-keeping.

**Salary:**

**Duties and Responsibilities:**

- Oversee secure product delivery from site to another business and/or directly to customers.
- Lead all logistics operations and monitor the flow of deliveries, using logistics information systems to track vehicles or containers.
- Create and oversee delivery strategy, including sourcing of equipment and materials.
- Route or reroute drivers in real time with remote route navigation software, satellite linkup systems, or global positioning systems (GPS) to improve operational efficiencies.
- Prepare reports, plan budgets, set schedules, and make purchasing decisions based on estimated consumer demand, data, and industry knowledge.
- Design and implement Company's standard operating procedures and goals, including protocols for safety, sanitation, customer service, record keeping, and security including cash handling, locked storage of product, and recognizing risk.
- Ensure completion of pre-delivery check list.
- Prepare bills and receipts and reconcile payments for goods delivered.
- Ensure proper manifests and cash transaction logs.
- Ensure compliance and accuracy involving all product tracking, product security, and product delivery with state laws and regulations.
- Train employees in expected operational standards using appropriate tools such as SOP's, compliance audits, company, and state policies and procedures.
- Strive to increase efficiency and cost saving.
- Ensure daily vehicle inspections including tire pressure, lights, and fluid levels.
- Oversee vehicle maintenance logs.
- Negotiate costs to repair machinery, equipment, or building structures.
- Actively participate in the recruitment, interview, and hire process of filling open positions in a timely manner based on processing performance and volume.
- Ensure staff onboarding and new hire training completion.
- Manage direct reports' schedules, time, and attendance, leave requests, and work assignments.
- Conduct investigations as necessary, coach staff on performance, attendance, violation of company, and compliance policies, and carry through disciplinary actions, up to and including terminations, in partnership with HR.
- Provide coverage and support for Delivery Associate, as business needs require.

**Working Environment:**

- Ability to sit for long periods of time and get in and out of an automobile several times a day.
- Will be working in an office environment, unless making deliveries.
- All weather conditions.

**Minimum Qualifications:**

Age: 21 years of age

Education: High school diploma or equivalent

**Experience:**

- Minimum of 1 year of experience in a related field OR industry-recognized training or education in a related field.
- Valid driver's license, depending on the location.
- Prior supervisory or management experience in a related field preferred.
- Proficient in basic computer skills (Microsoft Word, Excel and Outlook).
- Confident navigating by using maps and GPS.

**EEO Statement:** [Company Name] is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. [Company Name] makes hiring decisions based solely on qualifications, merit, and business needs at the time.