

JOB ANALYSIS - Delivery Worker

JOB ANALYST: Nancy Kennedy, MS,CRC	DATE OF ANALYSIS: October 30, 2014
PHONE #: (800) 477-0626 X 4435	DATE REVISED: NA
Conducted for: Chico Unified School District	Information Provided by: Vince Enserro, Director of Nutrition Services; and employee observation/confirmation

General Description:

Under general supervision, the Delivery Worker performs a variety of duties involved in the delivery and picking up of mail, supplies, equipment, food services items and supplies, and other materials as assigned to and from various District sites; and to load, unload, stack and rotate supplies, equipment, food and other materials. Workers performing these duties may be distinguished by primary route or assignment: Food Services, Business Services, Warehouse, or other based on needs of the District.

Essential Job Functions:

- Deliver and/or pick up and supplies, mail and district communications, equipment, food service items including dry, frozen, and prepared food and supplies, books, furniture, files, general office/school supplies, and other materials or miscellaneous items as assigned to and from various District sites.
- Presort, load, unload, stack and rotate supplies, equipment, food and other materials by hand, or using a truck/delivery van, forklift, pallet jack or other warehouse or delivery-related equipment.
- Assist in filling requisitions and restocking shelves in warehouse; notify supervisor when stock levels are low and when shipping inconsistency, overages or shortages of items occur in stock received or on hand.
- Take and maintain physical inventories and maintain accurate records of outgoing supplies, or items for department, including written and computerized documentation.
- As assigned or directed, pick up money from kitchens and/or sites and make deposits at the bank; fill change requisitions; pick up and return containers to designated kitchens/sites.
- Maintain warehouse storage shelves and other storage spaces in a clean and orderly condition; maintain cleanliness in the warehouse area.
- Drive vehicle to designated sites in a timely and safe manner, adhering to all district safety policies and procedures, and traffic laws.
- Check condition of delivery vehicle before starting daily runs; make minor adjustments when necessary; report major vehicle repair or service needs to proper authority; clean and wash interior and exterior of vehicle as needed; maintain fluid levels, including gasoline, oil and water; maintain vehicle records as required.
- Perform related duties and responsibilities as required, or assigned.

Required Knowledge, Skill and Ability:

Knowledge of: Methods and procedures for receipt, storage, distribution, and safe handling of various items, including food, or food-related supplies, equipment, furniture, and general supplies; occupational hazards and standard safety practices necessary in the area of supply, materials and equipment storage, truck loading and delivery; principals and procedures of record keeping, and general office procedures and equipment; basic mathematical principals; the location of, and routes to access district campuses, facilities, and offices locations; safe driving practices, laws, and District policies and procedures applicable to scope of responsibility.

Skill/Ability to: Load, unload, and move a variety of supplies, and equipment manually or using assistive equipment, such as forklifts, pallet jacks and other standard warehouse equipment in a safe and effective manner; maintain a schedule and adhere to designated routes as assigned; safely and efficiently operate and drive a district vehicle to/from district sites; perform routine vehicle inspection and basic maintenance to ensure safe operation and cleanliness standards; sort mail, or materials, and adhere to procedures for safe shipment or transport of designated items, including wrapping and packing of articles for shipping and/or storage; accurately count and perform mathematical calculations to maintain accurate and current records of warehouse transactions; take inventory of supplies and delivered or received items according to procedures, and safely store items in proper locations; stock and re-stock items; maintain a clean and safe work area in the warehouse, and where items stored or delivered; work independently in the absence of supervision; learn, interpret and adhere to the policies, procedures, laws, codes and regulations pertaining to assigned programs and functions; understand and follow oral and written instructions; establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Definitions used in this report. Illustrated estimated times are to be used as an aid only, percentages of work day are based on standard definitions and by this analyst:

Physical Demands (Per U.S. Department of Labor Definition) *Times listed are illustrated to represent an 8 hour work day used percentages if work schedule more or less:

Rating	Rarely - < 1%	Infrequently 2-5%	Occasionally 6-33%	Frequently 34-66%	Constantly 67% +
Illustrated estimated time overall	*< 5 minutes	*5-30 minutes	*30 minutes to 2 ½ hours	*2 ½ hours to 5 ¼ hours	*5 ¼ hours or more
Sedentary			0 – 10 lbs.		
Light			11 – 20 lbs.	0 – 10 lbs.	
Medium			21 – 50 lbs.	11 – 25 lbs.	1 – 10 lbs.
Heavy			51 – 100 lbs.	26 – 50 lbs.	11 – 20 lbs.
Very Heavy			100 + lbs.	50 + lbs.	20 + lbs.

STANDING: *Remaining on one's feet in an upright position at a workstation without moving about.*

Infrequently. Standing in place occurs when working at podium, or counter, and generally for approximately 5 to 15 minutes in duration. Brief standing in place will occur when loading/unloading intermittent with stepping or walking between warehouse locations. (See Walking Section). Standing will occur intermittently during the day for brief periods when speaking with others, sorting mail, or organizing materials. Standing occurs on level cement in Warehouse Facility, or surrounding areas, sidewalks, asphalt, and other exterior, and interior surfaces.

WALKING: *Moving about on foot.*

Frequently. Up to 2/3rd of the work day requires walking short and long distances up to several hundred feet. Within the Warehouse Facility, walking occurs to pick products to fill orders, and to/from various areas. Walking occurs when delivering or picking up items from sites to/from vehicle to point to designated on district properties. Walking will involve carrying, and pushing or pulling a loaded cart or hand truck.

SITTING: *Remaining in the normal seated position.*

Occasionally. Sitting commonly occurs to drive the vehicle/delivery van to designed sites. Distances require sitting 10 to 15 minutes to/from 9 to 11 or more sites twice per day. Sitting does not usually occur in the Warehouse Facility.

LIFTING: *Raising or lowering an object from one level to another (including upward pulling).*

	Never	Rarely	Infrequently	Occasional	Frequently	Constantly	Height
Under 10 lbs.					X		Floor - Overhead
10 – 20 lbs.					X		Floor - Shoulder
21 – 35 lbs.			X-----	-----X (to 1 hr)			Floor - Mid Torso
36 – 50 lbs.			X-----	-----X to 1 hr)			Floor - Mid Torso
51 – 75 lbs.		X					Floor - Waist
76 – 100 lbs.	X						

Typical items lifted: (Not comprehensive)

0 – 10 lbs.: Various individual items, boxed supplies, mail bin, money container, broom, etc.

11 – 20 lbs.: Assorted boxed products, mail bin, etc.

21 – 35 lbs.: Assorted boxed products/cleaning solutions, sack of rice, etc.

36 – 50 lbs.: Box of paper, box of 6 #10 cans, box of books, sack of beans/flour/sugar, frozen meat products, clay

CARRYING: *Transporting an object usually holding it in the hands, arms or shoulders.*

	Never	Rarely	Infrequently	Occasionally	Frequently	Constantly	Distance
Under 10 lbs.				X-----	-----X		Any distance walked
10 – 20 lbs.				X-----	-----X		5-25 feet
21 – 35 lbs.			X				5 feet or less
36 – 50 lbs.			X				5 feet or less
51 – 75 lbs.			X				5 feet or less
76 – 100 lbs.	X						

See Lifting Section for typical items carried.

PUSHING: *To exert force on or against an object in order to move it away.*

Pushing occurs routinely to push carts or dollies to load or stage products within the warehouse, and to push from vehicle to/from site of delivery at district sites. Forces vary with type of product and amount loaded. Pushing to slide boxes or products on storage shelves/or location occurs when picking items.

Push force to 20 lbs: Infrequently to Occasionally with hands/arms

Push force 21- 50 lbs: Occasionally with hands/arms/upper torso

Push force to 60 lbs: Rarely to Infrequently with hands/arms/upper torso

PULLING: *To draw towards oneself, in a particular direction or into a particular position.*

Pulling occurs to adjust position of a cart or dolly, to slide a heavier item, or to roll over a rough surface/obstacle, if present.

Pull force to 20 lbs: Infrequently to Occasionally with hands/arms

Pull force 21- 50 lbs: Occasionally with hands/arms/upper torso

Pull force to 60 lbs: Rarely to Infrequently with hands/arms/upper torso

CLIMBING: *Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like using hand and feet.*

Rarely to Infrequently. Climbing occurs to step up into, or from the cab - approximately 24 inches at every stop; and, if necessary to access the interior of the van. Rarely needed items may be stored at high levels or in a loft area requiring ascending/descending a 3-step ladder, vertical ladder, or 15 step railed stair case to access items in the warehouse.

BALANCING: Maintaining body equilibrium to prevent falling when walking, standing, crouching or running on narrow, slippery or erratically moving surfaces.

Infrequently to Occasionally. Balancing occurs to steady weight of loaded dolly, or to maneuver a dolly or cart. In addition, balancing occurs when standing on raised lift gate of van, or when accessing items from a ladder. A good overall sense of balance is required to load/unload items.

STOOPING/BENDING: *Bending body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.*



20 Degrees- Occasionally to Frequently. Light bending occurs routinely to access warehouse shelves (height ranges from 24 to 48 inches from floor level), or from a palletized stack, and when loading/unloading dolly or cart. Loading/unloading a van also involves reaching and light bending based on the location of items.



45 Degrees- Infrequently to Occasionally. Moderate bending occurs to access items stored on lower level of shelf, or lower palletized stack (less than 24 inches). See Crouching.



90 Degrees- Infrequently. Accessing a lower level item, or incidentally to pick up a dropped item.

TWISTING/TURNING: *Rotating the torso. This includes turning of upper and lower back, and hips.*

Occasionally. Turning the upper torso (left or right) occurs when picking items to place on a cart; and may involve a lower body pivot when placing a heavier box on a cart or dolly. Twisting 0 - 40 degrees occurs based on the placement of the cart at closest point to items being loaded, or unloaded.

KNEELING: *Bending legs at knees to come to rest on knee or knees.*

Rarely. Kneeling occurs at the discretion of the employee, but may occur when loading or unloading items stored on lowest level (4-12 inches from floor), such as to slide a sack, or large box for better grip/posture.

CROUCHING/SQUATTING: *Bending body downward and forward by bending legs and spine.*

Infrequently to Occasionally (up to 1 hour). Crouching occurs to lower body to access and effectively move heavier or awkward shaped objects. This will occur when loading and unloading items. Squatting does not generally occur, but may at the discretion of the employee to view or inventory items.

CRAWLING: *Moving about on hands and knees or hands and feet.*

Not Required to perform.

NECK POSITIONS:

Extension: 0 - 70 degrees: Infrequently to Occasionally. Glancing upward will occur as necessary within a range up to approximately 60 degrees to view upper level areas in the warehouse, or incidentally when view immediate surroundings. Looking upward is required for safe operation of the van, and especially operation of a forklift in the warehouse. Sustained neck extension is required but for brief periods.

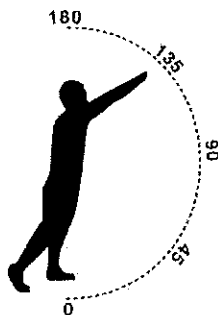
Flexion: 0 - 80 degrees: Occasionally to Frequently. Most items accessed in the warehouse are located at eye level or below. Loading and unloading, viewing order requests, making notes/documentation, and viewing immediate surroundings will require looking downward, and is required to perform routine duties. Sorting items (mail/district communications) requires intermittent or sustained downward glancing for 5-10 minutes once or twice per day.

Left/Right Lateral Rotation: 0 - 45+ degrees: Occasionally, Intermittently. Looking 90 degrees to the right is required to view side mirror of van, and is required for safe driving/operation. In general, viewing left and right is required to load and unload items efficiently, whether by hand, or when operating a lift device, and will be required to view immediate surroundings when transporting items via cart or dolly.

Left/Right Lateral Flexion: 0 – 45 degrees: Rarely and incidentally. Tilting the head left or right will occur when necessary to view around a high loaded cart, or when transporting a cart or to view around an obstacle. This action will be required for safety to self and others, but not routinely.

REACHING: *Extended hand(s) and arm (s) in any direction.*

Forward: Forward reaching occurs routinely and involves weight bearing. This is the primary action involved in all loading/unloading tasks, guiding cart or dolly, driving, sorting, and other routine record keeping tasks. Forward reaching occurs bilaterally and unilaterally to frequencies indicated:



135 to 180 Degrees - Rarely
90 to 135 Degrees - Infrequently
45 to 90 Degrees - Frequently to Constantly
Below 45 Degrees - Infrequently

Abduction (side reaching 0 - 180 Degrees): Not Required to perform.

Horizontal Abduction (0 -90 Degrees)/Horizontal Adduction (0 - 45 Degrees):

Occasionally to Frequently. Moving objects, boxes, etc. occurs routinely, as items are generally picked from a stack or shelf then placed laterally directly onto a staging cart, or large transport cart or dolly, located a close adjacent position. The upper torso generally twists slightly with a step, or if employee prefers to approximately 35-40 degrees.

HANDLING: *Seizing, holding, grasping, turning, or otherwise working with hand or hands. Fingers are involved only to the extent that they are an extension of the hand, such as to turn a switch.*

Constantly. Whole hand unilateral and bilateral functions are performed throughout the work day. Handling of objects, holding on to dolly or cart to guide/push or pull, and to open/close doors, hold steering wheel of vehicle, etc., and occurs routinely as a primary function of the position. Handling actions will include three-point pinch (writing), tip-pinch (unwrapping or wrapping where necessary), hook or spherical grasping, and power grasping/gripping. Fluidity of the wrist is required due to frequent change of position, and whole hand supination or pronation will occur when moving boxes, or sorting items.

FINGERING: *Picking, pinching, touching, feeling or otherwise working primarily with fingers rather than with the whole hand or arm as in handling, and key-stroking.*

Occasionally, generally less than 1 hour. Fingering actions generally occur intermittently, or as necessary, to remove packaging when single items are required, or taping or cello wrapping items or pallet. Sorting of mail will occur twice per day if assigned, or when using a computer keyboard to check district email.

TALKING: *Expressing or exchanging ideas by means of the spoken word.*

Courteous and effective verbal communication is required when interacting with coworkers, supervisors, and district staff/students, or the general public encountered during all work activities.

HEARING: *Perceiving the nature of sounds by ear. (indicate sound intensity)*

Normal, near normal, or corrected to-hearing is required for effective communication, and to hear unusual noises or to be alert to potential hazards.

SEEING:

Normal, near normal, or corrected to-vision is required for near and far acuity, depth perception, field of vision, accommodation (adjusting focus) and color identification. Work activities require the ability to view and accurately read order requests/requisitions, labels and other printed matter, drive a delivery van and park in various condition (weather/limited space), utilize a forklift to move palletized materials/supplies, access stored pallets and move to designated areas, and related job functions.

ENVIRONMENTAL CONDITION - EXPOSURE TO: (Checked items apply)

- ☒ Weather - 50 % inside 50 % outside (estimates)
- ☒ Extreme Cold - cold box 40 deg., or freezer -6 to -7 deg. (Food Service assignment)
- ☐ Extreme Heat
- ☒ Wet and/or Humid - possible
- ☒ Noise intensity level - Moderate traffic, fork lift noise
- ☒ Vibration - Nominal from steering wheel or forklift
- ☒ Atmospheric Conditions - Ambient
- ☐ Electrical Shock
- ☒ Work in High Exposed Places - Very Rarely work from ladder
- ☐ Radiation (i.e. X-ray)/Explosives
- ☐ Toxic or Caustic Chemicals
- ☐ Proximity to Moving Mechanical Parts
- ☒ Other Environmental Conditions - Drives in local traffic

PSYCHOLOGICAL FACTORS:

1. **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** *The ability to maintain attention and concentration for necessary periods. The ability to understand written and oral instructions, and the ability to do work requiring set limits, tolerances, or standards.*

100% of job functions involve the ability to comprehend and follow instructions accurately, and fill orders, deliver or pick up materials according to specific instructions or guidelines. The employee will fill orders based on a requisition from supplies in the warehouse, and be aware of existing on-hand stock. This involves the ability to understand and maintain basic records required of the position, and read and understand addresses or names/sites or persons, labels, weights/sizes/counts, and maintain accuracy.

2. **ABILITY TO PERFORM SIMPLE AND REPETITIVE TASKS:** *The ability to ask simple questions or request assistance; the ability to perform activities of a routine nature; and the ability to remember locations and work procedures. The ability to obtain information and answer questions regarding company procedures, or standards for immediate staff is required.*

50-75% of job functions involve very routine tasks performed daily, often twice per day. This involves knowing location of items located in the Warehouse Facility, and on designed campuses where delivery/pick up activities occur, and asking for assistance when necessary for a non-routine task or location. Remembering general and specific information about warehouse supply procedures and/or practices is critical to performance.

3. **THE ABILITY TO MAINTAIN A WORK PACE APPROPRIATE TO A GIVEN WORKLOAD:** *The ability to perform activities within a schedule, maintain regular attendance and be punctual; and the ability to complete a normal workday and/or work week and perform a consistent pace.*

100% of job functions involve the ability to maintain a designated schedule, maintain regular attendance and be punctual, not only for reporting to work, but in order to deliver items to district locations promptly and within an established or reasonable time frame to ensure efficient operation of school sites, or other activities of the District. The employee is responsible for maintaining a daily schedule, and completing tasks as scheduled or required.

4. **ABILITY TO PERFORM COMPLEX AND VARIED TASKS:** *The ability to synthesize, coordinate, and analyze data; and the ability to perform jobs requiring precise attainment of set limits, tolerances and standards.*

5% or less of job functions involved complex or varied tasks requiring the ability to synthesize or analyze data. This would occur during inventory or very unusual situations. However, coordinating deliveries for efficiency, due to volume or location is required, but is rarely complex in nature; i.e., pick up large quantity of materials to transport to warehouse or a different location based on distance and scheduled site locations to determine maximum efficiency.

5. **ABILITY TO RELATE TO OTHER PEOPLE BEYOND GIVING AND RECEIVING INSTRUCTIONS:** *The ability to get along with coworkers or peers; the ability to perform work activities requiring negotiation with, explaining, or persuading; and the ability to respond appropriately to evaluation or criticism.*

Up to 50% of job tasks involve working well with coworkers performing similar duties, and at designated sites to deliver or pick up supplies/materials interacting with site personnel or students, if present. On occasions, explaining a policy or procedure is necessary, and this may involve receiving and responding to misdirected criticism in a professional and appropriate manner.

6. **ABILITY TO INFLUENCE PEOPLE:** *The ability to convince or direct other; the ability to understand the meaning of words and to use them appropriately and effectively; and the ability to interact appropriately with people.*

5% or less of job functions involve the ability to give direction to others. However, when appropriate to provide general information about deliveries or when/how pick-ups will occur, use of appropriate words is required to effectively communicate and interact with others (See #5).

7. **ABILITY TO MAKE GENERALIZATIONS, EVALUATIONS, OR DECISIONS WITHOUT IMMEDIATE SUPERVISION:** *The ability to recognize potential hazards and follow appropriate precautions; the ability to understand and remember detailed instructions; the ability to make independent decisions or judgments based on appropriate information; and the ability to set realistic goals or make plans independent of others.*

50% of job functions involve working independently to perform jobs tasks within the scope of responsibility. This involves recognizing and taking appropriate actions to avoid unnecessary delays, traffic hazards, as well as to utilize safe loading/unloading techniques in all situations. This will also involve the necessity to change designated routes, or reorder delivery/pick up locations to achieve optimum results.

8. ABILITY TO ACCEPT AND CARRY OUT RESPONSIBILITY FOR DIRECTION, CONTROL, AND PLANNING: *The ability to set realistic goals or make plans independently of others; the ability to negotiate with, instruct or supervise people; and the ability to respond appropriately to changes in the work conditions.*

Generally not required of the position. There are no supervisory responsibilities associated with the position. However, the ability to respond to changes in normal, routine functions is required, as directed by a supervisor.