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JOB DESCRIPTION

Position: Store Clerk – Delivery Driver & Grocery Shopper

Location: Hurley's – 1053 Crewe Road

Hours: As Needed; Mon–Sat beginning as early as 6am and ending as late as 7pm. Shift is 9 hours. 45 hours/week

Organization Overview:

For over 9 years, Hurley's has delivered essentials and grocery orders to people in our community—both residents and tourists.

Position Summary:

The delivery driver is responsible for shopping, administrating and delivering clients' grocery orders to their homes island-wide.

Delivery Driver Responsibilities:

- Loading, transporting, and delivering items to clients or businesses in a safe, timely manner.
- Reviewing orders before and after delivery to ensure completeness, correct charges, and customer satisfaction.
- Assisting with loading and unloading items from vehicles.
- Coordinating and scheduling deliveries with property managers to access private rental villas.
- Packing perishable items into the fridge and freezer.
- Providing excellent customer service, answering questions, and handling complaints.
- Adhering to assigned routes and time schedules.
- Abiding by transportation laws and maintaining a safe driving record.
- Preparing reports and delivery-related documents.
- Operating equipment and machines (cars, trucks, trolleys, etc.).

Delivery Driver Requirements:

- High school diploma or equivalent
- Over the age of 24
- Valid driver's license with group 4
- Clean driving record
- Willingness to follow routes, schedules, safety procedures, and transportation laws
- Strong time management and customer service skills
- Ability to walk, drive, lift, and carry heavy items for extended periods

- Attention to detail
- Strong organizational, record-keeping, and multitasking skills
- Flexibility to accommodate last-minute changes

Working Conditions/Physical Demands:

Fast-paced environment with significant people interaction. Ability to repeatedly move 40 lb grocery totes from one location to another, including lifting from various heights.

Store Shopper Responsibilities:

Store Shoppers ensure orders are fulfilled to meet customer expectations within predetermined time windows. Duties include:

- Accepting orders via shopping apps
- Shopping for listed groceries
- Processing orders at checkout
- Packing items by category (dry, chill, frozen, unboxed)
- Preparing paperwork and passing orders to drivers

Additional Store Shopper Duties:

- Communicating with customers via apps/text
- Coordinating substitutions for unavailable items
- Using software to enter replacements and process refunds
- Liaising with store staff/warehouse to locate items

Store Shopper Requirements:

- Strong customer service and communication skills
- Physical strength to carry groceries
- Multitasking ability for handling multiple orders
- Attention to detail to ensure order accuracy
- Basic math and comprehension skills
- Adherence to food safety policies
- Flexibility to take on additional responsibilities as assigned