



JOB DESCRIPTION - HACEDOR

JOB TITLE: Hacedor

CLASSIFICATION: Exempt

SUMMARY: Hacedores deliver Guayaki brand Yerba Mate products to customers with our company vehicles including, electric trikes. Providing excellent customer service, maintaining positive relationships with our customers, and increasing interest in the brand in your assigned region is required.

DUTIES AND RESPONSIBILITIES:

The following reflects management's view of essential functions for this position. Management may assign or reassign duties and responsibilities to this job as required.

- Plans daily distribution route covering existing and new customers
- Distributes Yerba Mate to store locations in your assigned region, collects payment from customers, and ensures that all required customer paperwork is complete, accurate, and submitted on time
- Builds full shelves at eye level in coolers at retail stores, and makes recommendations to retailers regarding product displays, promotional programs, and advertising
- Responds to all inquiries and requests in a timely and professional manner and consults with customers after sales or contract signings to resolve issues
- Assists in order fulfillment, including delivery, order placement, pallet stacking, labeling (PO numbers, identifying proper invoices, etc.), and loading/unloading delivery vehicle(s) to ensure safe arrival of products at final destinations
- Tracks warehouse inventory, receives shipments, and stores product in proper location per the requirements of Organic Certification
- Organizes and maintains warehoused product to the requirements including but not limited to, warehouse cleaning duties, recycling of cardboard, power washing and any other tasks to maintain an orderly warehouse
- Performs other duties as assigned by management

QUALIFICATIONS and REQUIREMENTS:

Education/Experience:

- High school diploma or equivalent

Language Ability:

- Ability to read, comprehend and respond to simple instructions, short correspondence and memos in English
- Able to communicate verbally and respond to questions from managers, customers and the public

Mathematical Ability:

- Basic math skills including addition, subtraction, multiplication, and division

Reasoning Ability:

- Apply common sense understanding to carry out detailed but uninvolved written or oral instructions
- Handle problems involving a few concrete variables in standardized situations

Technology Skills:

- A basic knowledge of email communication
- Comfortable with use of smartphones and computers

Physical Requirements:

- Lift and/or move up to 50 pounds throughout the day
- Drive a company vehicle daily. Must be insurable by the company's automobile insurance carrier
- Sit, stand and walk for long periods of time

Work Environment:

- Driving daily in assigned region
- Warehouse environment