



## Delivery Agent

*Bondadosa is a transportation company founded to create access to fresh, high-quality products and goods. Bondadosa serves as a partner to various stakeholders with the intention to create and shape a more equitable, affordable, and sustainable Colorado's Food Ecosystem. We do so by creating meaningful and innovative partnerships and providing services so that more food can make its way to more people. Join our mission for Food, Justice, and Kindness!*

## Delivery Agent

- Contractor Pay: \$17/hour , Mileage Reimbursement and Additional incentives based on routes performed
- Job Title: Independent Contractor
- Part Time / Full Time: 30-40 hrs/week
- Reports to: Dispatcher & Director of Transportation

Delivery agents are responsible for transporting groceries and goods in a safe and efficient manner directly from our partners and **directly to customers**. All Delivery agents are required to perform deliveries with a great degree of professionalism and care. In this position, delivery agents are in charge of building, tracking, and delivering orders sometimes requiring traveling up to 50 and 200 miles per day depending on the type of route and orders needed to be delivered.

Delivery agents are the face of Bondadosa and therefore must maintain excellent customer service at all times. Bondadosa is looking for a team player invested in our mission and willing to learn and work in a dynamic and fun start-up environment.

## Specific Responsibilities:

- Ensure all deliveries are made in a safe, efficient, and timely manner
- Perform all tasks in accordance with Bondadosa's operational policies



- Keep an organized record of activity using online systems used by Bondadosa
- Communicate in a timely manner through appropriate platforms
- Maintain good working relationships with customers and offer support at all times
- Maintain good working relationships with the warehouse team
- Constant communication with the Customer Experience team
- Take a picture of delivered box or boxes
- Assist Bondadosa staff as needed with additional duties as needed

## **Requirements**

- Dependable vehicle
- Valid Colorado Driver's License
- Insurance & Registration
- Physical ability to lift up to 40 lbs of groceries + goods
- Professionalism and timeliness
- Provide great customer service
- Proficient in English and/or Spanish
- Ability to give and receive feedback
- Willingness to learn and evolve with the needs of a startup
- Phone with internet
- Availability 4-6 days a week 30 to 50 hours