Route Delivery/Service Water Treatment Representative

Company Overview

Culligan of Green Bay, a 3rd Generation Family-owned Culligan franchise in the Green Bay Community for over 65 years, is currently seeking an individual with driving and delivery experience to work as a Route Delivery/Service Water Treatment Representative.

Position Overview

The Route Delivery/Service Water Treatment Representative is responsible for managing an assigned customer route while providing exceptional service to residential and commercial water treatment customers. This position delivers salt, water treatment products, and related supplies, performs basic equipment inspections, maintains customer relationships, and identifies service needs that support the long-term performance of customer water treatment systems.

What We Offer

- Full-time employment
- Monday-Friday work schedule
- Competitive pay
- Paid time off and holidays
- 401K Matching
- Health, dental, and vision benefits
- Opportunities for advancement and career growth

Key Responsibilities

- Safely deliver salt, bottled water, filters, chemicals, and water treatment supplies to residential and commercial customers.
- Manage and maintain an assigned route to ensure timely and efficient deliveries.
- Perform visual inspections of water softeners, reverse osmosis systems, iron filters, and other water treatment equipment during deliveries.
- Identify potential maintenance, repair, or replacement needs and communicate findings to the service department.
- Educate customers on proper operation and care of their water treatment equipment.
- Maintain accurate delivery records, inventory usage, service notes, and customer communications.

- Build strong customer relationships through professional, courteous service.
- Resolve customer concerns and communicate customer feedback to management.
- Collect payments when required and complete all necessary paperwork electronically or manually.
- Follow all safety procedures related to driving, lifting, material handling, and customer property.
- Conduct routine vehicle inspections before and after shifts to maintain safety standards; report any maintenance issues promptly.
- Assist in promoting company products and services by identifying opportunities for additional equipment, maintenance, or water treatment solutions.
- Assist with warehouse tasks as need
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Qualifications

- Valid driver's license with a clean driving record.
- Ability to regularly lift and carry salt bags and water products (70-120 lbs.).
- Strong customer service and communication skills.
- Self-motivated and capable of working independently.
- Basic mechanical aptitude and willingness to learn water treatment equipment.
- Ability to manage a daily route and prioritize workload efficiently.
- Experience in delivery, service, plumbing, water treatment, or route sales is preferred but not required.

Physical Requirements

- Frequent lifting, carrying, and moving of products up to 120 pounds.
- Ability to bend, kneel, climb stairs, and work in various weather conditions.
- Ability to enter residential and commercial properties safely and professionally.

Performance Expectations

- On-time route completion.
- Customer retention and satisfaction.
- Accuracy of deliveries and inventory control.
- Identification of service opportunities and equipment concerns.
- Safe driving and workplace safety performance.
- Professional representation of the company at all customer locations.

Fine Print: to be a Route Delivery/Service Water Treatment Representative at our dealership you will be subject to a pre-employment background check, drug screening, DOT physical, Motor Vehicle Record Check, and a physical skills assessment upon offer of employment.