

## Employee Drivers

The following steps outline the process for screening, training, hiring all Apollo employee drivers:

- All potential employees are given two interviews prior to hire including one with a member of Apollo's management.
- Employees are hired only after:
  - Apollo receive a favorable back ground check
  - Clean driving record verified by our Insurance Company.
  - Employee References or calls from previous employers.
  - A ride-along is performed for a minimum of two days to gauge drivers overall knowledge and professionalism in the field.
  - Ability to pass a Thomas Guide Quiz.
- Once the hiring process is completed ALL drivers go through the following Driver Orientation Training prior to being in the field by themselves:
  - Basic and General Apollo Courier's regulations.
  - Communication compliance and protocol.
  - Pickup and Delivery regulations and compliance.
  - Uniform Policy.
  - Radio & Data Phone Policy.
  - Specimen Temperature Control awareness and compliance.
  - Blood and Biological Sample handling and storage.
  - Time Keeping and Driver Log Sheets.
  - TSA Regulations and compliance.
  - Safety Precautions and Spill Clean Up procedures.
  - Types of Service and expectations of service commitments.
- Employees are evaluated during their 90- Day Probationary Period to ensure compliance with all policies and procedures and given written feedback on their performance.



- Additional ride-along is performed with drivers needing further training with long term experienced employees to ensure all expectations are being met.
- All drivers attend Quarterly Meetings to ensure all training is up to date and consistent amongst everyone in our staff.

## Owner Operators

The following steps outline the process for screening, training, contracting for all Owner Operators:

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## STAT DRIVER MANGER

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### GENERAL PURPOSE

- Manage, guide, coach, and mentor all drivers and provide accurate information for any questions they may have
- Ensure all company guidelines, policies, and procedures are being followed
- Maximize all efficiencies to ensure all Drivers work is completed timely and properly

### MAIN JOB TASK AND RESONSIBILITIES

- Answering drivers questions
- Communicating with all drivers by Phone, Radio, and in person
- Responding promptly to all drivers inquires and complaints
- Obtain all necessary information to evaluate and complete all drivers Performance Evaluations
- Direct requests and unresolved issues to the designated supervisor/manager
- Manage, write and change drivers schedules to ensure efficiencies in all areas
- Make sure all drivers are compliant with all Company Policies and Procedures
- Ensure all required training, government regulated training, and in house training is complete, timely, filed and updated as needed
- Ensure all Drivers picks up and deliveries are monitored to ensure timeliness and job completion
- Ensure communication is clear to coordinate with dispatcher or any other internal departments as needed
- Update drivers routes log sheets when needed to update payroll
- Keep inventory of all supplies needed to run the business and support drivers as necessary
- Perform inspection on all driver vehicles to ensure they are in good, clean and operable condition

### EDUCATION AND EXPERIENCE

- High school diploma, general education degree or equivalent
- Human Resource Management
- Dispatching knowledge
- Knowledge of computer applications used by the company and skills to grow as the company does
- Administrative experience required

### KEY COMPETENCIES

- Knowing Communities and Cities we do business in
- Great Interpersonal skills
- Great Communication skills verbal and written
- Great Listening skills
- Problem analysis and problem solving skills
- Attention to detail and accuracy
- Great customer skills needed
- Adaptability and nimbleness needed to change
- Must have initiative and be goal oriented
- Stress tolerance

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## OPERATIONS MANAGER

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**1039 W. Hillcrest Blvd. Inglewood, CA 90301 - P: 800-873-3444 - F: 310-337-0109  
9841 Irvine Center Dr, Irvine CA. 92618 - P: 800-873-3444 - F: 949-222-0546**

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## GENERAL PURPOSE

- Manage all aspects of the business including General Operations, Dispatch, Driver Manager, Stat Driver Manager, and Office Staff responsibilities
- Work with ownership and management to develop, and implement organizational strategies, policies, and practices
- Manage, guide, coach, discipline, and mentor all employees
- Ensure all company guidelines, policies, and procedures are being followed
- Maximize all efficiencies to ensure all work is completed timely and properly
- Write Budget and achieve and exceed results to maximize profitability

## MAIN JOB TASK AND RESONSIBILITIES

- Hiring and assurance of proper staffing in all areas
- Work in conjunction with Human Resource Department to ensure compliance with all applicable laws
- Work in conjunction with Marketing to secure, and bid on all new accounts and proposal requests
- Work in conjunction with Marketing Staff to ensure smooth transition with operations regarding new accounts
- Work in conjunction with Accounting Staff to ensure billing is timely and accurate
- Ensure all required training, government regulated training, and in house training is complete, timely, filed and updated as needed
- Ensure all DMV records are updated, filed and compliant for Drivers as needed
- Schedule, conduct and coordinate regular meetings as needed by the business
- Answering all questions as needed by all employees
- Responding promptly to all inquires and complaints from clients and accounts
- Obtain all necessary information to evaluate and complete Performance Evaluations
- Direct requests and unresolved issues to the designated supervisor/manager
- Oversee all schedules to ensure efficiencies in all areas
- Make sure all employees are aware of and compliant with regards to all Company Policies and Procedures
- Ensure all deliveries are monitored to ensure timeliness and job completion
- Ensure communication is clear to coordinate with any and all internal departments as needed

## EDUCATION AND EXPERIENCE

- High school diploma, general education degree or equivalent
- Human Resource Management
- Prior Management experience
- Overall Operations background and knowledge
- Knowledge of computer applications used by the company and skills to grow as the company does
- Administrative experience required

## KEY COMPETENCIES

- Knowing Communities and Cities we do business in
- Great Interpersonal skills
- Great Communication skills verbal and written
- Great Listening skills



- Problem analysis and problem solving skills
- Attention to detail and accuracy
- Great customer skills needed
- Adaptability and nimbleness needed to change
- Must have initiative and be goal oriented
- Stress tolerance

**ROUTE DRIVER MANGER**

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## GENERAL PURPOSE

- Manage, guide, coach, and mentor all drivers and provide accurate information for any questions they may have
- Ensure all company guidelines, policies, and procedures are being followed
- Maximize all efficiencies to ensure all Drivers work is completed timely and properly

## MAIN JOB TASK AND RESONSIBILITIES

- Provide exceptional client service to all accounts
- Create, modify, change, and manage all Routes that drivers adhere to, to ensure efficiency, and profitability for the company
- Analyze routes that are created to ensure we are adhering to clients time expectations with regards to pick up and deliveries
- Facility TSA Coordinator and compliance manager
- Training of all drivers in the facility to ensure we are compliant with all required training as needed by the government
- Answering drivers questions
- Communicating with all drivers by Phone, Radio, and in person
- Responding promptly to all drivers inquires and complaints
- Obtain all necessary information to evaluate and complete all drivers Performance Evaluations
- Direct requests and unresolved issues to the designated supervisor/manager
- Manage, write and change drivers schedules to ensure efficiencies in all areas
- Make sure all drivers are compliant with all Company Policies and Procedures
- Ensure all required training, government regulated training, and in house training is complete, timely, filed and updated as needed
- Ensure all Drivers picks up and deliveries are monitored to ensure timeliness and job completion
- Ensure communication is clear to coordinate with dispatcher or any other internal departments as needed
- Update drivers routes log sheets when needed
- Keep inventory of all supplies needed to run the business and support drivers as necessary
- Perform inspection on all driver vehicles to ensure they are in good, clean and operable condition

## EDUCATION AND EXPERIENCE

- High school diploma, general education degree or equivalent
- Human Resource Management
- Dispatching knowledge
- Knowledge of computer applications used by the company and skills to grow as the company does
- Administrative experience required

## KEY COMPETENCIES

- Knowing Communities and Cities we do business in
- Great Interpersonal skills
- Great Communication skills verbal and written
- Great Listening skills
- Problem analysis and problem solving skills
- Attention to detail and accuracy
- Great customer skills needed



- Adaptability and nimbleness needed to change
- Must have initiative and be goal oriented
- Stress tolerance

ROUTE DRIVER MANGER

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## GENERAL PURPOSE

- Manage, guide, coach, and mentor all drivers and provide accurate information for any questions they may have
- Ensure all company guidelines, policies, and procedures are being followed
- Maximize all efficiencies to ensure all Drivers work is completed timely and properly

## MAIN JOB TASK AND RESONSIBILITIES

- Provide exceptional client service to all accounts
- Create, modify, change, and manage all Routes that drivers adhere to, to ensure efficiency, and profitability for the company
- Analyze routes that are created to ensure we are adhering to clients time expectations with regards to pick up and deliveries
- Facility TSA Coordinator and compliance manager
- Training of all drivers in the facility to ensure we are compliant with all required training as needed by the government
- Answering drivers questions
- Communicating with all drivers by Phone, Radio, and in person
- Responding promptly to all drivers inquires and complaints
- Obtain all necessary information to evaluate and complete all drivers Performance Evaluations
- Direct requests and unresolved issues to the designated supervisor/manager
- Manage, write and change drivers schedules to ensure efficiencies in all areas
- Make sure all drivers are compliant with all Company Policies and Procedures
- Ensure all required training, government regulated training, and in house training is complete, timely, filed and updated as needed
- Ensure all Drivers picks up and deliveries are monitored to ensure timeliness and job completion
- Ensure communication is clear to coordinate with dispatcher or any other internal departments as needed
- Update drivers routes log sheets when needed
- Keep inventory of all supplies needed to run the business and support drivers as necessary
- Perform inspection on all driver vehicles to ensure they are in good, clean and operable condition

## EDUCATION AND EXPERIENCE

- High school diploma, general education degree or equivalent
- Human Resource Management
- Dispatching knowledge
- Knowledge of computer applications used by the company and skills to grow as the company does
- Administrative experience required

## DISTPATCH



## GENERAL PURPOSE

- Work closely with Assistant Dispatch and Management to develop, and implement organizational, cost effective strategies for prompt and timely deliveries
- Work in conjunction with Customer Service and Delivery Employees to help ensure proper and timely pick-ups and deliveries
- Maximize all efficiencies to ensure all work is completed timely and properly

## MAIN JOB TASK AND RESONSIBILITIES

- Assign deliveries to qualified driving employees for proper execution
- Identify and verify all important information needed in order to perform an adequate pick-up and delivery
- Work in conjunction with the Customer Service Department to ensure a smooth execution for deliveries
- Work in conjunction with the Customer Service Department to communicate all viable information between Dispatch and the client
- Ensure all deliveries are monitored to ensure timely delivery
- Establish clear and continuous communication with clients and office staff
- Answering all questions as needed by all office staff and clients
- Responding promptly to all orders entered into the company system
- Direct requests and unresolved issues to the designated supervisor/manager
- Review driver schedules to ensure efficiencies in all areas
- Make sure all driving employees are knowledgeable of the proper TSA prodigals
- Ensure communication is clear to coordinate with any and all internal departments as needed

## EDUCATION AND EXPERIENCE

- High school diploma, general education degree or equivalent
- Prior Dispatching experience
- Overall Operations background and knowledge
- Knowledge of computer applications used by the company and skills to grow as the company does

## KEY COMPETENCIES

- Knowing Communities and Cities we do business in
- Great Interpersonal skills
- Great Communication skills verbal and written
- Great Listening skills
- Problem analysis and problem solving skills
- Attention to detail and accuracy
- Ability to multitask
- Great customer skills needed
- Adaptability and nimbleness needed to change
- Must have initiative and be goal oriented
- Stress tolerance

## CUSTOMER SERVICE REP/ VENDOR

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## GENERAL PURPOSE

- Assist clients with order placement while providing quality customer service
- Work in conjunction with Dispatch to help ensure proper and timely pick-ups and deliveries
- Prepare proper documentation and packaging for ground and air shipments

## MAIN JOB TASK AND RESONSIBILITIES

- Entering all pick-up and delivery orders received by phone, fax, and email into company system
- Responsible for collecting and communicating all necessary information to the client and to Dispatch in regards to orders placed
- Identify and verify all important information needed in order to adequately execute deliveries
- Work in conjunction with Dispatch to ensure a smooth execution for deliveries
- Ensure all deliveries are monitored to ensure timeliness and job completion
- Preparing TSA paperwork for air shipments, as well as proper paperwork for ground shipments, UPS, FED EX, etc
- Prepare proper packaging for air and ground shipments complying with TSA regulations
- Answering all questions as needed by all clients
- Establish clear and continuous communication with clients and office staff
- Organization of office area and documents
- Typical office duties including, faxing, copying, organizing, answering multiple phone lines

## EDUCATION AND EXPERIENCE

- High school diploma, general education degree or equivalent
- Overall Customer Service background and knowledge
- Knowledge of computer applications used by the company, Excel, Word, etc. and skills to grow as the company does
- Type at least 35 wpm

## KEY COMPETENCIES

- Great Communication skills verbal and written
- Great Listening skills
- Problem analysis and problem solving skills
- Attention to detail and accuracy
- Great customer skills needed
- Ability to multitask required
- Must have initiative and be goal oriented