

Driver: Sales Worker and Truck Driver

WAGES AND EMPLOYMENT TRENDS

New York City

2006 Entry-level hourly wage	\$7.48
2006 Median hourly wage	\$13.45

New York State

Job growth outlook 2004–2014 (from 12,270 in 2004)	+4%
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JOB CHARACTERISTICS

What do sales workers and truck drivers do?

- Collect money from customers, make change, and record transactions on customer receipts.
- Listen to and resolve customers' complaints regarding products or services.
- Inform regular customers of new products or services and price changes.
- Write customer orders and sales contracts according to company guidelines.
- Drive trucks in order to deliver such items as food, medical supplies, or newspapers.
- Collect coins from vending machines, refill machines, and remove aged merchandise.
- Call on prospective customers in order to explain company services and to solicit new business.
- Record sales or delivery information on daily sales or delivery record.
- Review lists of dealers, customers, or station drops and load trucks.

- Arrange merchandise and sales promotion displays, or issue sales promotion materials to customers.

In what type of *conditions* do sales workers and truck drivers work?

- **Work in enclosed vehicles.** The job requires working in a closed vehicle or equipment.
- **Telephone.** Frequent telephone conversations.
- **Face-to-face discussions.** Frequent face-to-face discussions.
- **Impact of decisions.** Decisions made have an impact on co-workers, clients, or the company.
- **Deal with external customers.** Must work with external customers or the public.

EMPLOYEE CHARACTERISTICS AND QUALIFICATIONS

How much *education* must a sales worker/truck driver have?

Usually requires a high school diploma or GED.

What kind of *licensing* must a sales worker/truck driver have?

Requires a valid New York State Drivers License with clean record. Depending on the size of the truck driven, sales drivers may need to hold a New York State commercial driver's license (CDL).

How much *work experience* should a sales worker/truck driver have?

No previous work-related skill, knowledge, or experience is needed for these occupations.

What type of *job training* does a sales worker/truck driver need?

From a few days to a few months of on-the-job training usually conducted by a more experienced worker.

What are the most important *abilities* a sales worker/truck driver should have?

- **Oral comprehension.** The ability to listen to and understand information and ideas presented through spoken words.
- **Near vision.** The ability to see details at close range (within a few feet of the observer).
- **Oral expression.** The ability to verbally communicate information and ideas so others will understand.
- **Speech clarity.** The ability to speak clearly so others can understand you.
- **Number facility.** The ability to add, subtract, multiply, or divide quickly and correctly.

What are the most important *skills* for a sales worker/truck driver to have?

- **Active listening.** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking.** Talking to others to convey information effectively.
- **Social perceptiveness.** Being aware of others' reactions and understanding why they react as they do.
- **Critical thinking.** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- **Coordination.** Adjusting actions in relation to others' actions.
- **Operation monitoring.** Watching gauges, dials, or other indicators to make sure a machine is working properly.
- **Equipment maintenance.** Performing routine maintenance on equipment and determining type and timing of needed maintenance.
- **Operation and Control.** Controlling operations of equipment or systems.

RELATED OCCUPATIONS

- Counter and Rental Clerks
- Retail Salespersons
- Advertising Sales Agents
- Insurance Sales Agents
- Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products
- Real Estate Sales Agents

SOURCE O*NET Summary reports and occupational databases. Retrieved May 2008, from <http://online.onetcenter.org/>.