

TOWING OPERATOR (Driver)

Big Al's Towing is accepting applications for qualified individuals to work with our team of Towing Operators.

Please read the following job description before applying for employment in this position. Should you decide to apply for the position after reading the job description, download the job description and application from the website. Retain the job description for your records and fill the application out in your own handwriting and submit to our office for further consideration for the available driver position.

Applications must be delivered by hand to our office. Applications will be accepted via fax, email, or mail if the applicant is applying from out of state. Although resumes are always appreciated, they cannot be accepted in lieu of a completed application. Before an interview can be done, we must have a completed application and MVR (motor vehicle record) from the DMV on file.

MISSION STATEMENT:

To provide safe, professional, damage free towing and roadside services in a timely manner at a reasonable cost. We will strive for complete confidence in our services from customers, motor clubs, and law enforcement.

JOB DESCRIPTION:

Towing Operators perform towing and roadside assistance calls for Fleet companies, shops, law enforcement, retail customers, and insurance companies.

You will be required to know the towing capacity and limits of each truck and what each piece of equipment on the truck will do. Tow calls might include passenger cars, pickup trucks, SUV's, motorcycles, tractor trailers, heavy equipment, etc.

Most of the calls we respond to are not accidents. The majority of the requests for assistance are for vehicle transport from a home or business to a repair facility.

Our Towing Operators also provide roadside assistance calls that include changing a flat tire, performing lockout services, fuel delivery, jump starting a vehicle or selling and installing a battery if necessary. Other duties include providing passenger transport when needed or assistance with traffic control and cleanup on a call already in progress for another team member.

During the winter or rainy seasons, we often perform Winch out services for motorists who have become stuck or have slid off the main roadway. Sometimes the job is more complex and a recovery is needed, followed by a tow. You will be required to learn all aspects of recovery.

Big Al's Towing & Recovery prides itself for providing professional and efficient customer service to all customers. Maintaining a professional presence for all customers, customer calls, and service to our customers is expected from all employees of Big Al's Towing & Recovery.

EXPECTATIONS:

Becoming a tow operator can be rewarding work. You can go to sleep every night knowing that you helped someone in need every day. When on call, you will be required to respond to someone in need of our assistance at all times of the day and night.

Towing is a 24/7/365 business. Applicants are hired for a particular shift, but staffing demands may require immediate but temporary schedule changes due to severe weather conditions, illness, heavy truck wrecks, time off requests, staffing shortages, etc.

Many hours will be spent behind the wheel, working in adverse conditions, dealing with the public and providing outstanding customer service. Working independently and as a team is an important aspect of the position.

Our drivers are to be clean shaven (beards, mustaches, and goatees must be neatly trimmed. Stubble from lack of daily shaving is unacceptable. Hair must be kept neat and groomed.

While we understand that tattoos and piercings are widely accepted, we appreciate that the majority of them be covered up if possible.

Drivers will be required to wear a clean uniform while on duty and at every call they go on.

Smoking is NOT allowed in the company vehicles. If you are a smoker you must be extra courteous to smoke outside of the truck and not around customers. Smoking on the premises is allowed away from the office area and cigarettes must be properly disposed of in the outside dumpster.

Drivers must possess a high level of integrity. If you cannot resist the temptation for theft, then this is NOT the job for you! Customers will be placing absolute trust in you for the care and custody of their vehicle and possessions.

Company vehicles are to be kept clean, orderly, and ready to work. We wash our trucks several times a week.

Paperwork is a requirement for this position. Accuracy and legibility are a must. Paperwork will be completed during the process of each call as well as daily truck inspections and other required paperwork.

When not running calls during office hours, drivers are expected to return to the office to help with tasks that need completed around the lot such as cleaning auction cars, washing your trucks, cleaning up the lot, and various other duties.

Finally, we work closely as a team. It is important to maintain the team atmosphere even in hectic times. It is extremely important each member of the team realize how crucial it is to be on time for your shift (meaning being ready to work) or if necessary staying late to help complete the calls in progress and make sure we are caught up for the drivers on call that night. Due to the nature of our business, we never know when the calls might start pouring in. It might be right at 5:00pm when everybody else is trying to commute from work.

HOURS & SHIFTS:

Towing is a 24/7/365 business and we must always have drivers available. However, we are committed to providing a life outside of work and we try to provide you with the time off needed to maintain your personal and family life. We currently work with a full staff of drivers during the day Monday – Friday and have assigned on call drivers every other night and every other weekend. Start times vary from 6am to 8am depending on the calls coming in and if the driver was on call the night before. This will be discussed further in the interview and hiring process.

WAGES AND COMPENSATION:

Wages depend on experience and raises depend on the rate that you learn your position and the outcome of performance reviews. This is a base plus commission position. This will be discussed during the interview process and fully explained when the position is offered.

Paid vacations are for full time (40 hrs./week) employees and you are encouraged to take time off every year as a reward for the hard work you put in. Paid vacations are awarded as follows:

After 12 months of employment – 5 days or 40 hours of paid vacation

After 24 months of employment – 10 days or 80 hours of paid vacation

EMPLOYMENT REQUIREMENTS:

- Due to very strict insurance policies, there is a minimum age requirement of 23 for tow operators that cannot be negotiated.
- Applicant must possess a clean driving record approved by our insurance carrier. The MVR (motor vehicle record) from the DMV must go back 3 years and include both personal and employment driving histories. A commercial driver's license (CDL) is beneficial, but not necessary for light duty or entry-level drivers.
- Criminal background checks are completed during the interview process.
- Pre-employment drug screening after interview and background check. Random drug screenings will also be completed throughout employment.
- No experience in towing is required. We will train the right individual.
- Applicant must be able to lift 50 lbs.
- Applicant must provide their own work boots, work gloves, rain gear, and cold weather gear.
- Uniform shirts, pants, and safety vest are required and provided by the company.
- Applicants must be able to think quickly and also know when to ask for help with decisions.

BIG AL'S TOWING & RECOVERY, LLC

6526 US HWY 30 Cheyenne, WY 82001; Phone (307) 632-6999 Fax (307) 632-7007

APPLICATION FOR EMPLOYMENT

Name: FIRST-MIDDLE LAST (AS IT APPEARS ON SOCIAL SECURITY CARD)		SOCIAL SECURITY NO.		TODAY'S DATE	
DATE OF BIRTH:	FORMER NAME:	PHONE:	DRIVERS LICENSE NO. & EXPIRATION:		
List below all address at which you have lived in the last (5) years starting with your present address:					
	STREET ADDRESS	CITY	STATE	ZIP CODE	DATE FROM TO
PRESENT ADDRESS					
PREVIOUS ADDRESS					
PREVIOUS ADDRESS					
PREVIOUS ADDRESS					
PREVIOUS ADDRESS					
POSITION APPLIED FOR:		RATE OF PAY EXPECTED:		DATE AVAILABLE TO START:	
ARE YOU ABLE TO WORK ANY DAY OF THE WEEK AND ANY SHIFT DURING THE DAY? <input type="checkbox"/> YES <input type="checkbox"/> NO					
IF NO, WHAT DAY(S) OF THE WEEK OR SHIFT(S) CAN YOU WORK? _____					
HIGH SCHOOL			ADDRESS		
DATES ATTENDED:		DID YOU GRADUATE?		DEGREE/AREA OF STUDY	
FROM	TO	<input type="checkbox"/> YES <input type="checkbox"/> NO			
COLLEGE			ADDRESS		
DATES ATTENDED:		DID YOU GRADUATE?		DEGREE/AREA OF STUDY	
FROM	TO	<input type="checkbox"/> YES <input type="checkbox"/> NO			
CERTIFICATIONS RECEIVED:					
Have you ever served in the U.S. military or Armed Forces? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, what branch _____					
Your primary specialty: _____ Rank at discharge: _____					
Type of Discharge: _____					
Have you ever been convicted of a crime involving alcohol or other controlled substance, arson, explosives, firearms, or other weapons, theft, dishonesty, threats, or violence under your current or any other name? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, describe below: <i>Note: A conviction will not necessarily prevent you from being offered employment.</i>					
Offense: _____					
Date Convicted: _____			Penalty: _____		
Disposition: _____			Name under which you were convicted: _____		
Have you ever applied to this company before? YES _____ NO _____ If yes, when? _____					

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APPLICATION FOR EMPLOYMENT

How did you hear about this position? _____

EMPLOYMENT, EDUCATION, AND MILITARY RECORD, ETC.: LIST PRESENT AND ALL PREVIOUS EMPLOYMENT, MILITARY SERVICE, AND EDUCATIONAL EXPERIENCE DURING THE PAST TEN (10) YEARS. INCLUDE ALL PERIODS OF UNEMPLOYMENT LASTING SIX MONTHS OR MORE.

ARE YOU CURRENTLY EMPLOYED? YES _____ NO _____ IF YES, HOW MUCH NOTICE WILL YOU NEED TO GIVE? _____

MONTH/YEAR HIRED: _____ MAY WE CONTACT YOUR CURRENT EMPLOYER? _____

COMPANY NAME: _____

ADDRESS: _____

PHONE: _____ SUPERVISOR NAME & TITLE: _____

TYPE OF BUSINESS: _____ YOUR POSITION: _____

DUTIES/RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____

DATES EMPLOYED: _____ MAY WE CONTACT EMPLOYER? _____

COMPANY NAME: _____

ADDRESS: _____

PHONE: _____ SUPERVISOR NAME & TITLE: _____

TYPE OF BUSINESS: _____ YOUR POSITION: _____

DUTIES/RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____

DATES EMPLOYED: _____ MAY WE CONTACT EMPLOYER? _____

COMPANY NAME: _____

ADDRESS: _____

PHONE: _____ SUPERVISOR NAME & TITLE: _____

TYPE OF BUSINESS: _____ YOUR POSITION: _____

DUTIES/RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____

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APPLICATION FOR EMPLOYMENT

DATES EMPLOYED: _____	MAY WE CONTACT EMPLOYER? _____
COMPANY NAME: _____	
ADDRESS: _____	
PHONE: _____	SUPERVISOR NAME & TITLE: _____
TYPE OF BUSINESS: _____	YOUR POSITION: _____
DUTIES/RESPONSIBILITIES: _____	
REASON FOR LEAVING: _____	
STARTING RATE OF PAY: _____	ENDING RATE OF PAY: _____
DATES EMPLOYED: _____	MAY WE CONTACT EMPLOYER? _____
COMPANY NAME: _____	
ADDRESS: _____	
PHONE: _____	SUPERVISOR NAME & TITLE: _____
TYPE OF BUSINESS: _____	YOUR POSITION: _____
DUTIES/RESPONSIBILITIES: _____	
REASON FOR LEAVING: _____	
STARTING RATE OF PAY: _____	ENDING RATE OF PAY: _____
DATES EMPLOYED: _____	MAY WE CONTACT EMPLOYER? _____
COMPANY NAME: _____	
ADDRESS: _____	
PHONE: _____	SUPERVISOR NAME & TITLE: _____
TYPE OF BUSINESS: _____	YOUR POSITION: _____
DUTIES/RESPONSIBILITIES: _____	
REASON FOR LEAVING: _____	
STARTING RATE OF PAY: _____	ENDING RATE OF PAY: _____
ONLY FILL THIS SECTION OUT IF YOU NEED MORE SPACE FOR ABOVE POSITIONS (LIST POSITION FIRST AND THEN CONTINUE AS NEEDED):	

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DRIVER APPLICATION ONLY

License Number: _____ State: _____ Date Issued: _____ Date Expired: _____

List All Current Endorsements: _____

Have you ever had either your personal or Commercial Driver's License, permit or privileges denied, revoked or suspended? _____

Have you ever had either your personal or Commercial Driver's License, permit or privileges denied, revoked or suspended? _____

Please explain with dates: _____

Have you been convicted or forfeited bond or collateral for violation of Motor Vehicle Laws or Ordinances (other than parking) During the past four (4) years prior to the date of this application? YES _____ NO _____ If Yes, complete below

DATE	NATURE OF VIOLATION	STATE	PENALTY

Have you ever had any Commercial Motor Vehicle Accidents? YES _____ NO _____

List below all accidents you have had while operating any type of motor vehicle during the past five (5) years:

DATE	NATURE OF ACCIDENT	NO. OF DEATHS	NO. OF INJURIES	VEHICLE TYPE

Type of vehicle	Gas	Diesel	Years Of Experience	States Driven
Straight Truck				
Tow Truck				
Roll-back				
Light Duty				
Medium Duty				
Heavy Duty				
Tractor Trailer				
Double				
Single				
Triple				

Have you ever refused to be tested or tested positive on an alcohol or controlled substances test based on DOT Federal Motor Carrier Safety Regulations in the past 2 years? YES _____ NO _____

If yes, can you provide Documentation from the substance abuse professional certifying that you have successfully completed the prescribed treatment and have been recommended to a DOT regulated safety sensitive position as specified in the Federal Motor Carrier Safety Regulations? YES _____ NO _____

Date of Last DOT Physical _____ IF KNOWN PLEASE PROVIDE

Did you qualify? _____ Doctor's Name: _____

Any Restrictions? _____ Doctor's Address: _____

Doctor's Phone: _____

Pursuant to the Provisions of paragraph (b) (10) of Section 391.21 pf the Federal Motor Carrier Safety Regulations you are hereby Notified that if you are to be considered for employment by Big Al's Towing & Recovery, LLC th information in which you have provided in Accordance with the paragraph may be used, and your prior employers may be contacted for the purpose of investigating your background as required by Section 391.23.

DRIVER APPLICANT SIGNATURE: _____ DATE: _____

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APPLICATION FOR EMPLOYMENT

This Application will remain active for a period of three (3) months from the date of application.

All applicants must read and sign below:

It is agreed and understood that:

1. Completing this application will in no way assure that I will be employed.
2. This application was completed by me; all entries on it and information in it are true and complete to the best of my knowledge and any misrepresentations of information given shall be considered an act of dishonesty subjecting me to disqualification or discharge. I will furnish freely such information or documents that may be required to complete my employment file.
3. In consideration of my being considered for employment and or being employed I hereby agree to submit to physical examinations and tests as may be required by the company, and I do hereby (1) grant release and assign unto Big Al's Towing & Recovery, LLC all rights, title and interest that I may subsequently acquire in all records and reports arising out of or in connection with said examinations and tests and (2) waive all rights to be advised on the content of said records and reports or to receive copies thereof, without prior written consent of Big Al's Towing & Recovery, LLC.
4. If employed, I agree (1) to conform to the rules and regulations of Big Al's Towing & Recovery, LLC and (2) that my employment relationship with Big Al's Towing & Recovery, LLC is voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or the company can terminate the relationship at will, for any reason, with or without cause, at any time. I further understand and agree that consistent with this policy of at-will employment, the Company can discipline, demote or suspend me or decrease pay as it sees fit, at its sole and absolute discretion, with or without advance warning. I understand that the terms and conditions herein set forth may only be modified by written agreement jointly executed by myself and the President of the Company.

I hereby authorize Big Al's Towing & Recovery, LLC, or its agents (1) to investigate my previous record of employment to ascertain any and all information which may concern my record whether same is of record or not and I release my former employer from all liability for any damage on account of furnishing such information; (2) to investigate my previous scholastic record, and pursuant to the Family Educational Rights and Privacy Act of 1974, I authorize release of my education records by any educational agency or institution which I have attended; (3) to secure an investigate consumer report pursuant to Section 606 of the Fair Credit Reporting Act, including information as to my character, general reputation, personal characteristics and mode of living, whichever are applicable, provided that I may receive the name and address of the investigating consumer reporting agency from whom I may make a written request to receive full disclosure of any such investigative consumer report to receive same; and (4) to investigate my background, including criminal records, and obtain such other information lawfully available to Big Al's Towing & Recovery, LLC as it deems appropriate and I release the supplier of such information from all liability for any damage that may result from releasing such information.

SIGNATURE _____ DATE: _____

PRINTED NAME _____

Big Al's Towing & Recovery, LLC Equal Employment Opportunity Policy

It is Big Al's Towing & Recovery, LLC's policy to select the best qualified person for each position in the company. The Company will not discriminate against any applicant because of race, color, religion, sex, age, national origin, handicap, marital status or veteran status. This policy applies to all employment practices and personnel actions.

Recognizing the value of using human resources to their fullest, the company has developed and instituted policies and procedures to ensure that it will (a) Recruit, hire, train, and promote persons, in all job classifications without regard to age, race, color religion, national origin, sex or physical or mental handicap, (b) Base decisions on employment to further the principle of equal employment opportunity, (c) Base promotion decisions on principles of equal opportunity by imposing only valid requirements for promotional opportunities, (d) Administer all personnel actions such as compensation, benefits, transfers, layoffs, returns from layoffs, terminations, and Company sponsored programs without regard to age, race, color, religion, national origin, sex or physical or mental handicap. (e) Maintain a nondiscriminatory job environment free of sexually harassing conduct.

Applicant – Do Not Write Below This Line

First Interview Date & Time: _____

Hiring Mgr. Approval: _____

Ride along/Second Interview Date & Time: _____

President Approval: _____