

Myriad Driver Associate Levels

Level 1 - Trainee (Approximate timeline is 4-6 weeks)

A Level 1 DA...

Shows basic **competency**, **professionalism**, and **willingness** to learn

is learning the **apps**

is learning effective/efficient **loadout**

is learning **policies and procedures**

is learning **equipment**

might need to be rescued regularly

knows how to complete a rescue/pick up.

To graduate to Level 2, a DA should...

Use Discord and its features to access info; use "?" menu in Flex; study Netradyne data/infracton thresholds; learn ADP timecards/punch changes/ time off requests; learn DSP Workplace schedule/load out/RTS

load the van in the correct order; access and use the picklist; achieve on-time departure (OTD) of 25 minutes

Learn from coaches or managers, maintain uniform compliance, refer to documents in Discord, learn Amazon defects and violations

Learn thresholds for Netradyne and FICO infractions, implement driving best practices, inventory equipment

Execute proper loadout and organizational strategies, overcome typical navigation issues in Flex, use "list" and "map" itinerary to anticipate businesses

Level 2 - Intermediate

A Level 2 DA...

Shows a **moderate level of expertise** (check schedule, request time off, clock in/out, knows rescue and RTS procedures, and accident reporting)

Delivery methods result in route completion, but often needs a rescue

Demonstrates a moderate level of dependability; mostly abides attendance and vacation policies/expectations

Demonstrates high level of accountability

To graduation to Level 3, a DA should...

Specific troubleshooting points for different apps

Perfect on-route practices to optimize delivery pace; Preview itinerary to optimize route/ID businesses, knows best practices to minimize packages RTSd

Improve attendance; limit absences or tartiness to 4 occurrences in a 6-month period.

Master the scorecard metrics, what they measure, and how to maximize each one

Level 3 - Expert

A Level 3 DA...

Shows mastery of delivery by always or almost always completing a route no more than 60 minutes behind the planned delivery sequence (any route, any day)

Shows mastery of apps

Demonstrates proven commitment to a team mentality (completes routes and rescues)

Proven dependability (rarely, if ever calls out)

Troubleshoots problems

Demonstrates Integrity

Pass the Level 3 Assessment

Master all knowledge on the Level 3 Assessment

To graduate to a Level 4, a DA should...

Learn opening, closing, and dispatching procedures/policies

Set the example for professionalism and attitude for other DAs

Express interest to Management

Level 4 - Performance Coach

A Level 4 DA...

Demonstrates leadership

Actively supports daily ops

Actively supports coaching and growth of others

Performs other duties as needed

Level 4 DAs should...

Hone their coaching and communication skills

Identify and pursue opportunities for skills development