

Oswald's Medical Equipment is looking for a dependable, mechanically inclined, customer-focused team member to join our Delivery & Service team.

This is much more than a driving position. You'll deliver, assemble, demonstrate, maintain, and repair medical equipment while working directly with customers in their homes and at our Naperville store. For many customers, you'll be the final face of Oswald's - so professionalism, patience, and great customer service matter just as much as getting the equipment there on time.

What You'll Do

- Deliver and pick up medical equipment, rentals, repair items, and customer purchases.
- Set up equipment and clearly instruct customers and caregivers on proper use.
- Plan delivery routes and arrive for scheduled appointments on time and communicate arrival windows with customers.
- Safely and efficiently operate Oswald's delivery vehicles.
- Diagnose and complete equipment repairs both in-store and at customer locations.
- Assist with emergency repairs or deliveries when needed.
- Assemble medical equipment and prepare products for delivery or sale.
- Help receive and move larger Medical Equipment inventory shipments.
- Transport equipment between our store and warehouse as needed.
- Clean, sanitize, organize, and properly store rental equipment.
- Properly move equipment through staging, cleaning, rental, repair, and retail areas.
- Keep delivery vehicles, workspaces, and equipment areas clean and organized.
- Provide exceptional, courteous service throughout every customer interaction.
- Assist the Medical Equipment sales team and other areas of the store when needed.
- Complete other duties as needed to support the Medical Equipment team.

Physical Requirements

- Ability to regularly lift and carry up to 75 lbs, including on stairs and in/out of delivery vehicles.
- Ability to safely move heavier medical equipment weighing 200+ lbs with appropriate assistance and/or moving equipment.
- Ability to bend, kneel, lift, push, pull, assemble equipment, and remain active throughout the workday.

What We're Looking For

- Excellent customer service and communication skills.
- Dependable, punctual, and comfortable working independently.
- Mechanical aptitude and comfort using basic tools.
- Ability to troubleshoot and learn equipment repair procedures.
- Valid driver's license and acceptable driving record.
- Comfortable driving delivery vehicles throughout the Chicagoland area
- Previous delivery, repair, mechanical, medical equipment, warehouse, or customer service experience is a plus, but we are willing to train the right person.

Required Availability

Applicants must generally be available 9:00 AM-6:00 PM Monday through Saturday. Saturday availability is preferred. Full-time employees are scheduled approximately 40 hours per week.

Benefits:

- Employee discount
- Flexible schedule
- Health insurance
- On-the-job training
- Paid time off
- Tools provided
- Work Location: In person