



Job Description

Position Driver/Picker-Packer

Reports to General Manager

Company Vision

"We will be the very best fresh produce distributor by being innovative and responsive to the interest and continued success of our customers, which in turn will provide for the success of our co-workers, suppliers and community."

Overview

The primary responsibility of this role is to accurately make deliveries to Bidfood customers in a polite and friendly manner, while also working efficiently and in compliance with company policies and procedures. This role is also required to assist with picking, packing loading customer orders as directed.

Key Responsibilities

1. Deliveries

- Vehicle is packed in sequence in such a manner as to maximise delivery efficiency and product quality.
- Correct, complete paperwork is personally delivered to each customer along with each order.
- Orders are left at customers unattended only with prior customer approval.
- Maintain schedules of delivery and keep within timetables.
- Handle company stock with care and all HACCP procedures are adhered to.
- Record delivery times, cash and stock returns on Driver's run sheet and Requests for Credit according to company policy.
- Ensure a fully completed drivers' sheet and Food Safety paperwork is handed in to the office at the end of each delivery run.
- Empty crates are collected from the customer, a credit slip issued and run sheet noted legibly and a copy given to the customer and the office.
- Immediately upon return to base crates and other packaging are unloaded into the correct area.
- All people in the vehicle wear their seat belts.
- Driving behaviour is safe, courteous and reflects positively on the business with no infringement of traffic or by laws - loud radios and smoking at any time whilst delivering is prohibited.

2. Customer Service

- Accurate messages are taken and passed on to the correct person promptly.
- Positive feedback is received from customers leading to repeat business.
- Any complaints or customer feedback is responded to politely and passed on to the correct person.

- Customers are made aware of specials or new products that may suit their particular requirements.
- Customer feedback is passed on to other areas and managers.
- Customers receive a positive impression of the business due to the professional, friendly manner and appearance of the driver.

3. Vehicle maintenance

- Take responsibility for assigned truck and fuel card.
- Notify the company when service, road user and other maintenance is required.
- Immediately notify the company of any accidents or damage to the vehicle.
- Complete insurance claim form in the event of an accident.
- Present yourself for work in clean and tidy clothes that are in line with the company policy on Driver uniforms.
- Deal with the company's customers in a courteous and respectful manner.
- Have a current drivers licence applicable for the vehicle you drive.

4. Picking, Packing and Loading (as directed)

- Become familiar with the location of produce in the warehouse
- Complete picking as per instructions
- Accurately record correct weights on pick sheets (meet but not exceed required weight by more than 300gms).
- Record the correct customers name on the carton or crate as indicated on the pick sheet.
- Never pack bruised, damaged or inferior products.

5. Maintain the tidiness and cleanliness of all work areas

- Assist with cleaning as directed.
- Empty crates, boxes and bins are removed.
- Floors are kept free of debris.
- Rubbish bins are emptied when full separating paper, cardboard and plastic for recycling.
- Work benches and shelf underneath are sanitised whenever dirty.
- Warehouse/Dayshift Manager and Compliance Manager have sufficient supply of crates, cheps and boxes at all times.

6. Other duties

- Assist other staff with any other sundry duties as directed by your manager.

Health & Safety

Under the Health and Safety at Work Act 2015 you are obliged to:

- Take reasonable care of your own health and safety, including reasonable care that others are not harmed by something you do or don't do.
- Follow reasonable health and safety instructions given by anyone at Bidfood, as far as you are reasonably able to.
- Cooperate with any reasonable Bidfood business policy or procedure relating to the workplace's health and safety.
- Ensure that all accidents, injuries near misses or hazards that occur at work or that affect your work are reported as soon as possible to your Supervisor/Manager or branch Health and Safety Coordinator.

Food Safety

- Bidfood has a HACCP based Food Control Plan (FCP), developed to meet the legal requirements of the Food Act 2014 and other Food Safety requirements
- You are responsible for following Bidfood's Food Safety requirements under the FCP. Please see the branch Food Safety coordinator for a copy of the FCP.
- You must immediately report irregularities or non-conformances using the standard operating procedure defined in the FCP.

Key Performance Indicators

Deliveries	• 100% accuracy of orders picked and packed. • 100% deliveries made in full on time error free. • All missing and damaged product reported. • All delivered and returned crates accounted for on the drivers run sheet and POD.
Customer Service	• 100% customer satisfaction.
Vehicle Maintenance	• Vehicles are cleaned inside and out at least once per week. • Vehicles fuel tank always returned to base with ½ full or greater.
Picking, Packing and Loading (when required)	• Orders are picked and packed accurately. • Goods are packed to minimise damage. • All goods are loaded before the cut-off time.
Time Management	• You are at work on time and ready to start your shift • Your Manager is notified of any absence in advance of the day where possible.
Health & Safety	• All near misses, accidents and damage to company property reported.
Food Safety	• All paperwork and daily compliance completed and submitted. • No products are left on the Warehouse floor • All damages are removed from location and placed in the designated warehouse location. • All damages are recorded and reported. • A high standard of dress, grooming and hygiene is maintained at all times