Job Description

Position **Food Delivery Assistant**

Reports to

Company Vision

"We will be the very best foodservice 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"

Key Responsibilities

The key responsibility of the role is to assist the driver in making deliveries to Bidfood customers in a polite and friendly manner, while also working efficiently and in compliance with company procedure.

Primary Objectives

Deliveries
Assist your driver as directed in the following areas;

- Maintain delivery schedules and keep within time frames
- Ensure that all stock in handled with care as to avoid any damages
- Collect and account for cash on COD deliveries following the company cash handling policy
- Record deliveries, cash and stock returns as per branch policies and procedures
- Notify branch management of any accidents or damage to the vehicle
- Deal with the company's customers in a courteous and respectful manner
- Ensure that the truck is kept clean and tidy

Health and Safety

- Under the Health and Safety at Work Act 2015, you are obliged to take all practical steps to ensure your own safety at work and the safety of all other persons in the workplace
- Ensure that you and all staff and or visitors are wearing the correct PPE
- Ensure that all staff and or visitors are aware of all potential hazards
- Ensure that all potential hazards are reported and that corrective measures are implemented
- Ensure that all pallets are checked for damages and wrapped
- Ensure that doors are securely closed when driving and when away from the truck
- Ensure that all damages are reported and corrective measures are actioned immediately
- Ensure that daily equipment and machinery checks are performed before use and immediately advise your Head of Department or Health & Safety officer of any damages or faulty equipment

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- Ensure that the Health & Safety Officer is advised of any new accidents, incidents or hazards immediately and report any additional health & safety concerns.

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.
- All stock must be stored up off the floor
- Observe Company policies on personal hygiene, wounds and infectious illnesses
- Ensure cleaning duties are performed as required by the FCP
- Ensure damaged/contaminated stock is reported and isolated as per the FCP
- Always maintain a high standard of dress, grooming and hygiene
- All returns must be signed upon return by a supervisor or other authorised person

Key Performance Indicators
Your individual performance will be measured against the following criteria

Time Management
- Ensure that you are at work on time and ready to start your shift
- Ensure that the dispatch co-ordinator and or your Manager are notified of any absence due to sickness and or any other reason

Health & Safety
- Ensure that all accidents and near misses are reported and recorded -100%
- Perform daily equipment and machinery safety checks as required before use
- Advise your supervisor or any damaged or faulty equipment immediately – 100%

Food Safety
- Ensure 100% compliance with food safety requirements through the accurate completion of all records, correct product labelling, and maintenance of required truck temperature standards
- Maintain warehouse and vehicle standards by ensuring no product is left on warehouse floors or in trucks at the end of each shift.
- Identify, record, report, and correctly segregate 100% of damaged stock while maintaining company standards for personal presentation, grooming, and hygiene.

I accept this position and its accountabilities and I agree to use the systems, to meet the standards and to produce the stated outcome.

Employee Name: _____

Employee signature: _____

Date:

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