Job Description

Position Driver/Storeperson
Reports to Dispatch Supervisor
In the Absence of to the Operations Manager

- **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"

- **Overview**

The primary responsibility of this role is:

  - To make deliveries to Bidfood New Zealand Ltd customers in a polite and friendly manner while following company procedure
  - To pick and pack customer orders – ensuring they are made up correctly and meet Bidfood high quality standards and timeframes
  - Attention to product handling – reducing damages during picking, loading and delivery
  - Monitor stock rotation – FIFO
  - To follow Inwards Goods and Stock Management Procedures
  - Maintain a level of product knowledge
  - Maintain a clean and tidy warehouse

- **Functional Relationships**
  - Warehouse Department, CSR Department, Purchasing Department, Nightshift staff

Key Responsibilities	**Expected Results**
• ***Prepare orders for customers***	• Correct quantity, brand, size and quality of product is picked • Accurate weights (as required) are recorded • Orders are 100% accurate or customers are notified of any discrepancies through internal systems • Develop product and customer knowledge including knowing the customer's preferences • Customer feedback is 98% positive and any customer requests or concerns are followed up immediately to the customer's satisfaction
• ***Ensure that all customer orders are made up correctly and meet Bidfood standards and timeframes***	• Key account customers are given priority • Orders are prioritised to meet deadlines • Orders are packed to enhance appearance, reduce the risk of damage or overflow during delivery but minimise freight costs. • Orders are placed in the correct despatch area • Completed orders are passed to the office for invoicing as soon as possible • Assist in the loading of vehicles when required • When loading vehicles assure that they are packed in a safe and orderly manner while meeting the FCP requirements. • Labelled picked product by run

• ***Orders are efficiently and correctly delivered to customers***	• Vehicle is loaded to maximise efficiency and accuracy of delivery • Correct, complete paperwork is personally delivered to each customer along with the order • Customers receive a positive impression of the business due to the professional, friendly manner and appearance of the driver • All complaints or customer feedback is responded to politely and passed onto the correct person, ie. your manager. • All Food Safety (FSP) and Bidfood policies and procedures are adhered to • Empty crates are collected. A credit is written and given to customer while on site and all credit procedures are adhered to • Driving 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 are prohibited • Vehicles are cleaned, maintained and kept free of any rubbish at all times as per the FCP • Crates are checked by Despatch, unloaded into the correct area and any returns are checked by Despatch • Daily vehicle check must be performed when using a company vehicle. Including regular temp checks as per the FCP. Any issues found are reported to your manager as soon as possible • Where driver logs books are required, they are filled in correctly and all driver rules adhered to as per NZ law and are consistent with GPS data • Make deliveries as directed - maintain schedules - handle company stock with care - Record delivery time, initial and get customer to sign POD. - Record stock returns on Driver's run sheet and return to office - Issue driver credits where required, if unsure contact despatch Ensure yellow copy returns to office for authorization • Have a current drivers licence applicable for the vehicle you drive • Maintain the security of our customer codes and keys at all time • Maintain optimum productivity at all times
• ***Inwards Goods and Stock Management***	• Follow Inwards goods procedure ensuring that all Food Control Plan requirements are met • Assist with the unloading of all inwards goods as required • Record temp, time/date, trucking company, damages, stock descriptions, pack size and quantities are accurate • Sign for inwards goods as long as they meet our FCP and all documentation is correct. This must be given to purchasing in a timely manner • Any non-conforming product is communicated to purchasing • Assist with company stocktakes as required • Ensure stock is warehoused accordingly • Stock rotation allows oldest dates to be picked first • Date checks are performed and recorded as per FCP
• ***Internal Relationships***	• Attendance and constructive contribution made to tool box meetings • Assistance is provided to other areas as required • Good interdepartmental communication takes place

• ***Complies with Health & Safety, Food Safety and other relevant legislation***	• Any Health & Safety concerns or incidents are reported to your manager and logged into Engage within the timeframe required • Fully conversant and compliant with company and department H&S and food control procedures policies and directives

	• Adhere to Health and Safety rules outlined in in your Employment Agreement. • 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 to ensure the safety of all other persons in the workplace. • Observe company policies on personal hygiene, wounds and infectious illnesses • You are required to log into E road when operating a company vehicle.

The organisation recognises that over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems; operate quicker and more efficiently at the job they hold. This will free up time that could be used to develop and enhance the skills, knowledge and abilities of the employee. As a consequence of this, and because the organisation is interested in developing each employee to their full potential, each employee, will from time to time, be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities. These extra duties will be discussed between the employee and his/her immediate manager, and the decision to allocate them will be taken jointly.

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: _____

Signature: _____

Date signed: _____