



## Job Description

### Date

**Position** Class 1 Deliver Driver/Driver Support

**Reports to** Distributions Manager

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## 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 accurately make deliveries to Bidfood customers in a polite and friendly manner, while also working efficiently and in compliance with company policies and procedures.

## Primary Objectives

### Loading if needed

- Ensure Products as prepared for loading are appropriately loaded based on product status eg Frozen, Chilled and Dry Goods to ensure delivery at correct temperature.
- Identify based on Customer and Product knowledge any errors in invoicing and picking.
- Assist in loading as directed by the Despatch Supervisor.
- Inform Despatch Supervisor of delivery sequence errors or updates for inputting to maintain efficient and efficient loading and delivery system when needed.
- Ensure that invoices are in order and loading is carried out to maximise efficient delivery.
- Ensure load is securely and safely stacked to protect against damage in transit.

### Packaging

- All stock readied for delivery must be packaged and carried so no damage occurs in transit.

## **Deliveries**

- Maintain delivery schedules and keep within time frames
- Ensure that all stock is handled with care to avoid any damages
- Collect and account for cash on COD deliveries following the company cash handling policy
- Follow company procedures for Request for Credit (RFC) and returns
- Delivery entrances are to be used when available.
- Stock items are to be checked off against invoice copy when delivered and invoice copy marked accordingly.
- Copy of Invoice-Delivery Docket to be signed by receiver as proof of delivery and return at end of run for filing.
- Ensure a fully completed Driver's run sheet (with POD's attached) is handed in at the end of each day's deliveries
- Take responsibility for your truck and notify the company of any service and or other maintenance that may be required for your truck. Record any correspondence or maintenance on your load sheets and TTT form
- Notify the company of any accidents or damage to the vehicle immediately and complete the appropriate paperwork within 24 hours
- Deal with the company's customers in a courteous and respectful manner
- Ensure that the truck is kept clean and tidy
- Maintain a current driver's licence applicable for the vehicle you drive
- Ensure that all goods are delivered as accurately as possible and any additional requirements indicated on the invoice or by despatch are followed.

## **Customer Service**

- Assist customers with placement of stock on delivery.
- Assist customers with product information when appropriate.
- Provide customers with contact names for follow-up enquiries.
- Be polite and courteous at all times.
- Be tidy and presentable taking pride in uniform provided.
- Never discuss or provide customers with other customers' information, copies of invoices, pricing or special pricing or supply arrangement
- Maintain customer confidentiality at all times
- Maintain company confidentiality at all times.

## **Stock Credits**

- Stock credits are not to be issued to customers unless authorised by the Despatch Supervisor.
- If stock is to be returned a full credit request is to be issued to the customer with explanation of reason. The original copy to be left with customer.
- Stock returns accompanied by copy of credit request are to be reported to the Despatch Supervisor and in his absence the Inventory Control Supervisor immediately on your return.
- Drivers may take no action with stock returned until authorisation for its handling is made by the Despatch Supervisor and in his absence the Inventory Control Supervisor.

### **Additional**

- Pack and load stock off invoice for other delivery runs when required.
- Check daily critical fluid levels in truck you are using i.e. Oil Water Fuel.
- Assist in Warehouse where there are insufficient driving duties.
- Report to Despatch Manager at completion of shift to check for further duties.

### **Health and Safety**

- Perform daily equipment and machinery safety checks as required before use. Advise your Supervisor of any damaged or faulty equipment immediately.
- Follow instructions in relation to Health and Safety issued by Compliance Supervisor.
- 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
- 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
- Observe Company policies on personal hygiene, wounds and infectious illnesses
- Ensure cleaning duties are performed as required by the FSP
- Ensure damaged / contaminated stock is reported and isolated as per the FSP
- 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

#### **Deliveries**

- Ensure that the temperature control schedule is completed daily – 100%

- Ensure that deliveries are completed within the given time frames – 100%
- Ensure that all PODs are ticked off, signed and checked -100%
- Ensure that that stock damages are below 0.02%
- Ensure that delivery credit stats are below 0.02%

### **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%
- Follow instructions in relation to Health and Safety issued by Compliance Supervisor.

### **Food Safety**

- Completion of Food Safety records and obligations
- No products are left on the Warehouse floor
- No products are left in the trucks
- All products are correctly labelled
- All damages must be removed from location and placed in the designated area in the warehouse. All damages are to be recorded and reported to management
- A high standard of dress, grooming and hygiene is maintained
- Truck temperature is monitored and sufficient to hold stock at the required temperatures

**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:** \_\_\_\_\_