

Job Description for

Date

Position **Driver Support (Runner)**

Reports to Distribution Manager

Team Despatch

Direct Reports None

Bidfood Wellington Vision



Bidfood Wellington Values



Overview

The primary responsibility and purpose of this role is to provide BID Food Customers with exceptional service through efficient and timely delivery of all products and services.

Key Responsibilities:

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.

Delivery

- Deliveries are to be made in the most expedient and efficient manner.
- Stock is not to be abused, dropped or placed in a position which will cause damage on delivery.
- Goods delivered are to be placed where requested by the Customer.
- 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.
- Any cash deliveries where the customer cannot pay at the time are to be authorised by the Despatch Manager prior to making delivery. Where authority is received proof of delivery must be obtained.
- All deliveries to be made within anytime frame specified by the Customer as arranged with the Despatch Supervisor.
- All stock substitutions which are noted on invoices or delivery dockets are brought to customers notice.
- Advise Despatch Supervisor of any run sequence changes and ensure sequence drop numbers are maintained accurately.

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 is insufficient driving duties.
- Report to Despatch Manager at completion of shift to check for further duties.

Key Performance Indicators (KPI):

- Effectiveness of relationships with customers.
- ERoad results of a high standard (when/if driving)
- Accuracy of picking and packing orders.
- Accuracy of deliveries.
- Credit procedure
- Delivery checking procedure and POD signage by customers
- Product knowledge.
- Compliance with food safety requirements.
- Continuity of health and safety checks.
- Perceptions of teamwork by other personnel with functional relationships.
- Contribution to achievement of goals within overall operations group and Company.

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 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.
- Record Temperature reading of refrigerated body on run sheets 3 times during shift.

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

Signature:

Date signed:
