Job Description

**Position** VAN SALES REPRESENTATIVE / DELIVERY DRIVER

**Reports to** GENERAL MANAGER/REGIONAL CONVENIENCE 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”

**Overview**

The primary responsibility of this role is:

* Pick and load stock for our delivery vehicles
* Maintain a clean and tidy Vehicle
* To make deliveries to Bidfood customers in a polite and friendly manner while following company procedures.

**Functional Relationships**

* Stock Controller, Warehouse Manager, Warehouse staff, Despatch Manager, Sales Manager

**Key Responsibilities**

Picking

* Prepare daily replenishment stock order sheet.
* Assist with the loading of the Van Sales vehicle as directed by the Warehouse Manager.
* Ensure products as prepared for loading are counted and reconciled against order sheet.
* Products loaded to be checked off by third person.
* Ensure truck is connected to standby power and is running correctly and holding temperature.

Loading

* Pack and load all stock off invoice for delivery runs. Handle stock with care.

Sales

* Complete a programme of customer sales visits as defined by the Streets Sales Manager / General Manager.
* Communicate special prices and marketing campaigns to customers.
* Explaining and selling new stock lines to customers.
* Liaise with Warehouse Manager to ensure all products required by customers are in stock and available.
* Listen to and follow up customer complaints and queries until resolved.
* Accurately invoice customers in the manner prescribed by the company, always double checking to ensure 100% accuracy.
* Where manual dockets are used these are to be filled in properly and correctly and handed to the administration manager for processing at the end of the day.
* Copies of manual invoices-delivery dockets to be returned to Admin Manager at end of run for processing.

Customer Service

* Assist customers with placement of stock on delivery.
* Provide customers with contact names for follow-up enquiries.
* Maintain a customer call list with up to date telephone contacts so run can be covered by Telemarketers in the event of your absence for any reason.
* Be polite and courteous at all times.
* Is tidy and presentable taking pride in uniform provided.
* Manage all customers stock levels and needs correctly to ensure after hours call outs are minimal
* To attend to afterhours call outs as required by the customers

Driving

* Maintain schedules of delivery and keep within timetables
* Handle company stock with care
* Collect and account for cash on COD deliveries following the company cash handling policy
* Record deliveries, cash and stock returns on Driver’s run sheet and Requests for Credit as required by the company policy
* Ensure a fully completed drivers sheet is handed in at the end of each day’s deliveries
* Take responsibility for assigned truck. Notify the company when service and other maintenance is required. Notify the company of any accidents or damage to the vehicle.
* 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

Stock Credits

* Stock credits are not to be issued to customers unless authorised by the Admin Manager.
* 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 signed in by the Warehouse Manager or an authorised Warehouse Supervisor, without exception, immediately on your return. Once the stock is signed in as returned, the copy of the credit request is then to be passed on to the Administration Manager.
* No action may be taken with stock returned until authorisation for its handling is made by the Warehouse Manager and in his absence the Inventory Control Supervisor.

General

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

Stocktake

* Assist with the Company stocktakes, including recounts.

Food Safety

* As per your Employment Agreement, ensure that you maintain the highest levels of food safety by ensuring that all frozen and chilled goods are placed in cold storage as a priority. All stock must be stored up off the floor.
* Observe Company policies on personal hygiene, wounds and infectious illnesses
* Ensure that the highest levels of food safety are maintained
* As per the food safety guidelines defined in the HACCP manual, handle company stock with care which includes the monitoring of product temperature whilst in the delivery vehicle
* Keep delivery vehicle clean and tidy in accordance with company cleaning policies
* Observe the Company’s policy on wounds, Infectious illnesses and personal hygiene

Health and Safety

* Adhere to Health and Safety rules outlined in your Employment Agreement.
* Under the Health & Safety at Work Act 2015 and any amendments, 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.
* Be aware of and correctly manage driver fatigue.
* Ensure that, your Supervisor or the Safety Officer is advised of any new accidents, incidents or hazards identified immediately. Report any health and safety concerns to the Safety Officer.
* Perform daily equipment and machinery safety checks as required before use. Advise your Supervisor of any damaged or faulty equipment immediately.
* Comply with the Land Transport Rule: Work Time and Logbooks 2007.

Stock

* Ensure all stock is rotated by adhering to the first in first out policy (FIFO).
* Monitor stock expiry dates and ensure stock is sold prior to expiry.
* Report all damaged and any out of date stock to the Warehouse Manager for a decision as to disposal.
* Assist with the Company stocktakes, including recounts.

Other

* Check daily critical fluid levels in truck you are using i.e. Oil Water Fuel and report immediately to Warehouse Manager any maintenance that is required.
* Assist in Warehouse where there are insufficient Van Sales duties.
* Report to Warehouse Manager at completion of shift to check for further duties.
* Complete proper and timely paperwork relating to your duties as directed by the general manager.
* To perform other tasks not already defined in this job description as directed by the General Manager, where these tasks reasonably relate to the duties already detailed.

## Key Performance Indicators

* Accuracy of picking, packing and loading orders
* Level of product knowledge
* Compliance with food safety requirements
* Continuity of health and safety checks
* Attention to product handling i.e. damages during picking, loading & unloading
* Perceptions of teamwork by other staff with functional relationships
* Contribution to achievement of goals within overall operations group and Company