

Bidfood Schedule B – Job Description

Distribution Department

Position Title:	<u>Delivery Driver</u>
Reports To:	<u>Dispatch Manager</u>
In Absence of Above:	<u>Systems Manager</u>
Location of Employ:	<u>54 and 197 Glenda Drive, Queenstown</u>
Hours of Work:	<u>8 hours per shift according to the roster</u>
Days of Work:	<u>Five shifts per week according to the roster</u>
Responsible For:	<u>Achieving Expected Results</u>

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”

Position Summary

To deliver customer orders balancing efficiency with safe driving and ensuring customer satisfaction and that all vehicle requirements and Bidfood policies and procedures are adhered to. To assist with accurately picking, packing, labelling and loading customer orders and related warehouse tasks.

KEY RESPONSIBILITIES AND EXPECTED RESULTS:

KEY RESPONSIBILITY	EXPECTED RESULT
Orders are efficiently and correctly delivered to customers	<ul style="list-style-type: none">• Vehicle and load is checked and information recorded prior to departure• All customer delivery procedures are followed• Customers receive a positive impression of the business due to the professional, friendly manner and appearance of the driver• All Driver Food Safety records and procedures are adhered to• Empty crates are collected, credit invoice completed legibly and given to the customer and all other all credit procedures are adhered to• Driving is safe in all conditions, courteous and reflects positively on the business with no infringement of traffic or by laws, loud radios and smoking at any time whilst delivering is prohibited• All winter driving instructions (including fitting of chains, delayed deliveries) are adhered to• Crates are checked by Despatch, unloaded into the correct area and any returns given to the Despatch upon return• Vehicles are cleaned and kept free of any rubbish at all times
As required pick, pack and load orders for customers	<ul style="list-style-type: none">• Correct quantity, brand, size and quality of product is picked

	<ul style="list-style-type: none"> • Accurate weights (as required) are recorded • Orders are 100% accurate or customers are notified of any discrepancies through internal systems • Orders are packed and labelled according to food safety and customer requirements ensuring no damage to stock in transit • Develop product and customer knowledge including knowing the customer's preferences • Warehouse and ELA are cleaned and rubbish removed
Provide assistance in other areas as required	<ul style="list-style-type: none"> • Assistance is provided in the training and support of new staff members • Especially when quieter assistance is provided to other areas where possible • Customer information and delivery procedures are passed onto other relevant staff • Staff meetings are attended and ideas for improvements or any concerns are communicated
Complies with Health & Safety at Work Act 2015, Food Handling and other relevant legislation	<ul style="list-style-type: none"> • Ensure understanding and compliance with the safe use of plant and equipment and adhere to all company policies and procedures including use of vehicles • Any health, safety, security hazards and accidents reported through the appropriate reporting and action methods • Being fully conversant and compliant with company and department H&S procedures, Food Safety Programme, policies and directives • Any security issues or customer / staff privacy concerns are reported to manager

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.

PERSON SPECIFICATION DELIVERY DRIVER

	ESSENTIAL	DESIRABLE
Educational/Technical Qualifications	<ul style="list-style-type: none"> • Current Class One Drivers License 	<ul style="list-style-type: none"> • Class Two Drivers License
Work Experience	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Previous delivery /truck driving
Physical Requirements	<ul style="list-style-type: none"> • Proven ability to safely lift up to and including 25 kg and work at a steady pace for 8 hours • Pass Bidfood internal driving test 	
Interpersonal Skills	<ul style="list-style-type: none"> • Consistently portrays a positive impression and achieves desired outcomes by communicating effectively orally with a wide range of people despite language and other difficulties • Displays a high level of self motivation, goal orientation, energy levels and desire to receive excellent customer feedback • Displays flexibility to meet the needs of the business • Prioritises tasks to meet deadlines to agreed standards whilst being flexible and adapting to changing demands • Remains calm, productive and focused in pressured situations achieving desired outcomes and maintaining positive relationships • Displays a high level of integrity, honesty and reliability resulting in effective internal and external relationships • Applies effective systems and checklists to ensure details are not overlooked 	
Literacy Requirement	<ul style="list-style-type: none"> • Must be able to follow written instructions and communicate fluently in English 	<ul style="list-style-type: none"> •

Agreed by: Delivery Driver Name _____	
Delivery Driver Signature _____	Date _____
Dispatch Manager _____	Date _____