

**Operations Department**

Position Title:	<b>Dispatch Supervisor</b>
Reports To:	<b>Operations Manager</b>
In Absence of Above:	General Manager
Location of Employ:	Glenda Drive, Queenstown
Hours of Work:	As per the roster
Days of Work:	5 shifts per week according to the roster
Responsible For:	<ol style="list-style-type: none"> <li>1. Operational supervision of the team ensuring that all procedures are followed and standards met</li> <li>2. Achieving Expected Results</li> </ol>

**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 ensure that the packing, loading and delivery operations are efficient, that Bidfood delivery timeframes, quality and customer service standards are met and to assist the branch in achieving budgeted GP through effective driver training, wage and wastage control and customer satisfaction. To assist with identifying and implementing systems designed to minimise packing, loading and delivery errors and damage to products. To ensure the effective utilisation of Bidfood vehicles and delivery of customer orders meeting timeframes and ensuring total customer satisfaction and that all driver procedures are adhered to.

**KEY RESPONSIBILITIES AND EXPECTED RESULTS:**

<b>KEY RESPONSIBILITY</b>	<b>EXPECTED RESULT</b>
<b>Ensure that all customer orders are correctly loaded and despatched meeting departure deadlines</b>	<ul style="list-style-type: none"> <li>• All orders are accurately packed, labelled and invoiced and Driver run sheet completed meeting deadlines</li> <li>• Minimal customer complaints related to damaged product or packing or labelling</li> <li>• Orders are prepared and correctly stored for next deliveries</li> <li>• Active management of the ELA floor and storage areas to ensure all goods are loaded prior to trucks departing</li> <li>• Notes of relevant matters left for next shift supervisor</li> <li>• Sufficient packaging supplies are available</li> </ul>
<b>Provide leadership and feedback to ensure the performance of the team</b>	<ul style="list-style-type: none"> <li>• New staff are trained on effective packing, labelling and loading of orders</li> <li>• All training records are accurately maintained and staff are given clear and specific feedback on progress and next steps</li> <li>• The team is encouraged, motivated and led by example to deliver consistently high standards of</li> </ul>

	<p>accuracy and efficiency as measured by customer feedback, meeting run deadlines and cleanliness and organisation of the area</p> <ul style="list-style-type: none"> <li>• Staff have their breaks at the scheduled time</li> <li>• Staff receive effective feedback (through contribution to Performance Appraisals, team and 1-1 meetings) including praise where deserved and clear, specific, constructive guidance where improvements are needed</li> <li>• Wage costs and wastage are minimised through effective delegation and control</li> <li>• Morale and productivity is high, and staff turnover low as measured by exit interviews and informal feedback</li> <li>• A high standard of tidiness and cleanliness is maintained throughout the area with all Food Safety procedures adhered to</li> </ul>
<p><b>Ensure the efficient and correct delivery of orders to customers</b></p>	<ul style="list-style-type: none"> <li>• Vehicle pre-delivery inspection records are completed by all Drivers</li> <li>• Vehicles are packed to maximise efficiency of delivery and protection of goods</li> <li>• Correct, complete paperwork is personally delivered and signed by each customer along with the order</li> <li>• Customers receive a positive impression of the business due to the professional, friendly manner and appearance of the driver</li> <li>• All Food Safety Programme and Bidfood policies and procedures are adhered to</li> <li>• Empty crates are collected, credit invoice completed legibly and given to the customer and all other all credit procedures are adhered to</li> <li>• 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 is prohibited</li> <li>• Use of GPS tools ensure that Driver deliveries are monitored and effectively managed</li> <li>• Crates and customer returns are checked, unloaded into the correct area and Driver TTT records are completed to standard or any discrepancies followed up and corrective actions noted</li> <li>• Vehicles are cleaned and kept free of any rubbish at all times</li> </ul>
<p><b>Develop and maintain excellent internal relationships</b></p>	<ul style="list-style-type: none"> <li>• Despatch Managers, Customer Service and Sales team are given plenty of notice of any problems with products or meeting run deadlines</li> <li>• Constructive contribution is made to department meetings</li> <li>• Assistance is provided to other departments as required for the greater good of the branch</li> </ul>
<p><b>Orders are efficiently and correctly delivered to customers</b></p>	<ul style="list-style-type: none"> <li>• Vehicle and load is checked and information recorded prior to departure</li> <li>• All customer delivery procedures are followed</li> <li>• Customers receive a positive impression of the business due to the professional, friendly manner and appearance of the driver</li> </ul>

	<ul style="list-style-type: none"> <li>• All Driver Food Safety records and procedures are adhered to</li> <li>• Empty crates are collected, credit invoice completed legibly and given to the customer and all other all credit procedures are adhered to</li> <li>• 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</li> <li>• All winter driving instructions (including fitting of chains, delayed deliveries) are adhered to</li> <li>• Crates are checked by Despatch, unloaded into the correct area and any returns given to the Despatch upon return</li> <li>• Vehicles are cleaned and kept free of any rubbish at all times</li> </ul>
<b>Provide assistance in other areas as required</b>	<ul style="list-style-type: none"> <li>• Complete delegated tasks and projects as agreed</li> </ul>
<b>Complies with Health &amp; Safety, Food Safety (FSP) and other relevant legislation</b>	<ul style="list-style-type: none"> <li>• All FSP cleaning schedules are adhered to including packing &amp; dispatch area, vehicles, crates and yard</li> <li>• Staff are trained in the safe use of plant and equipment and adhere to all company policies and procedures including use of vehicles</li> <li>• Any health, safety, security issues or accidents are investigated and reported through the appropriate reporting and action methods</li> <li>• Fully conversant and compliant with company and department H&amp;S and FSP procedures, policies and directives</li> <li>• Actively promoting safe work practices and compliance with FSP within department</li> </ul>

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 DISPATCH SUPERVISOR**

	ESSENTIAL	DESIRABLE
Educational/Technical Qualifications	<ul style="list-style-type: none"> <li>• Class One Drivers License</li> </ul>	<ul style="list-style-type: none"> <li>• Class Two Driver Licence</li> <li>• Current Forklift License</li> </ul>
Work Experience	<ul style="list-style-type: none"> <li>• Experience with Bidfood or similar wholesale distributor systems</li> </ul>	<ul style="list-style-type: none"> <li>• Training and performance management of staff</li> </ul>
Interpersonal Skills	<ul style="list-style-type: none"> <li>• Displays self motivation, high energy levels and a strong desire to achieve excellent results</li> <li>• Consistently portrays a positive impression and achieves desired outcomes by communicating effectively with a wide range of people despite language and other difficulties</li> <li>• Displays flexibility to meet the needs of the business</li> <li>• Prioritises tasks to meet deadlines to agreed standards whilst being flexible and adapting to changing demands</li> <li>• Remains calm, productive and focused in pressured situations achieving desired outcomes and maintaining positive relationships</li> <li>• Displays a high level of integrity, honesty and reliability resulting in effective internal and external relationships</li> <li>• Applies effective systems and checklists to ensure details are not overlooked</li> </ul>	
Technical Skills	<ul style="list-style-type: none"> <li>• Intermediate level competence with computer systems</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

Agreed by:	Dispatch Supervisor _____	Date _____
	Manager _____	Date _____