

POSITION DESCRIPTION

| | | | |
|--------------------|----------------|-------------------|------------|
| Position: | Driver | Date: | January 21 |
| Reports To: | Branch Manager | Incumbent: | |
| Location: | | | |

Purpose of Role - Describe why this job exists in the organisation

To deliver products in a timely, cost-effective manner, to provide excellent customer service, and to ensure both self and truck always give a good impression of Plumbing World in order to support the branch to achieve its' objectives.

Dimensions - Information that helps provide some measure of the size, breadth, or scope of the position

| | |
|---|-------|
| Operating Budget | \$Nil |
| Revenue | \$Nil |
| Indirect Budget | \$Nil |
| Number of Direct Reports | 0 |
| Total Number of Employee Reporting | 0 |

Other Information (e.g. number of customers, sites, other important information)

Key Relationships: Internal

| Who | Purpose |
|--------------|--|
| Branch staff | <ul style="list-style-type: none"> ▪ Team support |
| | <ul style="list-style-type: none"> ▪ |

Key Relationships: External

| Who | Purpose |
|----------------------------|---|
| Customers and Shareholders | <ul style="list-style-type: none"> ▪ Delivery of orders ▪ Customer satisfaction |
| | <ul style="list-style-type: none"> ▪ |

Business Context / Environment - Describe key business factors that impact the role.

| |
|--|
| |
|--|

POSITION DESCRIPTION

Key Accountabilities

In the boxes below, identify all the Key Area's in which the role must produce results (Accountabilities); and how you can tell whether you have done it (Key Performance Indicators). In the left two columns, rank the statements from most (=1) to least important and allocate the % of time spent on each.

| Time % | Key Accountabilities (What is to be achieved and how) | Key Performance Indicators (KPI's) (How it is to be measured) |
|--------|---|---|
| 5% | Health & Safety: Commit to, and comply with all elements of the Company's health and safety practices, including policies, procedures, values, behaviours and instructions in order to ensure adherence at all times. | Health & Safety: A current understanding of, and compliance with, all policies, reporting, and requirements, including safety values, behaviours and SOPs will be maintained at all times. |
| 20% | Loading/Unloading: Load, secure and unload products in a safe manner, (on the truck and at the delivery site) according to standard operating procedures and utilise correct manual handling techniques at all times. | Loading/Unloading: Trucks will be safely loaded and unloaded and product secured resulting in: <ul style="list-style-type: none"> • Zero product damage • Zero injuries or incidents • 100% compliance |
| 25% | Driving: To utilise, develop and improve safe and professional driving habits. | Driving: Trucks will be driven in a safe, effective and professional manner resulting in: <ul style="list-style-type: none"> • Economical use of fuel and vehicle • Zero incidents and complaints |
| 5% | Planning: To plan and select the most efficient and effective delivery schedule and route with consideration to all traffic/road conditions in order to ensure efficient, on time delivery of products. | Planning: The most efficient route of travel will be determined and utilised achieving: <ul style="list-style-type: none"> • Economical use of fuel and vehicle • Delivery in full and on time (DIFOT) |
| 20% | Customers: To provide excellent customer service including updates of delivery times and status, courteously greeting customers at delivery sites, and responding promptly and professionally to customer and shareholder requirements (internal and external) to ensure a high level of customer service is maintained. | Customers: A supportive, co-operative, proactive approach to customer and shareholder enquiries will be demonstrated resulting in: <ul style="list-style-type: none"> • A high level of customer satisfaction • Delivery of customer orders, in full, on time, in spec (DIFOTIS) |

POSITION DESCRIPTION

Key Accountabilities

In the boxes below, identify all the Key Area's in which the role must produce results (Accountabilities); and how you can tell whether you have done it (Key Performance Indicators). In the left two columns, rank the statements from most (=1) to least important and allocate the % of time spent on each.

| Time % | Key Accountabilities (What is to be achieved and how) | Key Performance Indicators (KPI's) (How it is to be measured) |
|--------|--|---|
| 10% | Administration: To ensure delivery dockets match product and that documentation is promptly, accurately, fully completed and submitted in a timely manner. | Administration: Delivery dockets will be checked and run sheets and documentation will be completed and submitted to 100% accuracy and IFOTIS (in full, on time, in spec). |
| 5% | Maintenance: Ensure that vehicle and equipment is regularly checked (including COF, WOF, registration, tyre pressure, fuel, oil and water), serviced and cleaned in order to maintain its optimum operation and efficiency. | Maintenance: Vehicle and equipment will be checked and maintained ensuring: <ul style="list-style-type: none"> • Vehicle compliant and in full working order • Service checks carried out according to manufacturer specification • A high level of professionalism and positive impression of Plumbing World |
| 5% | Legal: Commit to and comply with all traffic laws and regulations, including NZTA requirements in order to ensure adherence at all times. | Legal: A current understanding of, all traffic laws and regulations resulting in 100% compliance at all times. |
| 5% | Organisational Commitment: Commit to, and comply with, all Company policies and procedures to ensure cohesion and commonality across the Company. | Organisational Commitment: A current understanding of, and compliance with, all Plumbing World policies and procedures will be maintained at all times. |

Qualifications and Experience - Describe qualifications and experience, skills and certifications required to competently perform the role.

- 2-3 years' experience driving a class 1 or class 2 truck
- A thorough understanding of road transport (NZTA) regulations
- A clean driving record
- Proven ability to handle heavy vehicles in a safe manner
- Sound literacy and numeracy skills
- Good communication skills
- Customer service orientation
- A good level of fitness and physical agility
- Willingness and ability to work both in a team and alone
- Good time management and planning skills
- An understanding of Health & Safety
- A demonstrated knowledge of safe lifting and manual handling techniques

POSITION DESCRIPTION

| Values | Behaviours |
|---------------------|--|
| Play as a team | We take responsibility for the part we play in the team by treating everyone with the respect, communicating with honesty and openness and caring for each other's well-being. |
| Go for the gap | We push ourselves to go for the gap by improving, growing and adapting ourselves so we are prepared for what tomorrow brings. |
| Every moment counts | We make the most of every moment to achieve great results for ourselves, our team, our customers and our business. |
| Customer focused | Our customer focused approach is at the heart of everything we do. Quality products, expert solutions, and excellent service for our customers and each other. |