

**REPORTS TO:** Distribution Manager  
**CLASSIFICATION:** Drivers Enterprise Agreement  
**SITE:** Lockwood  
**APPROVED:** People & Performance Manager, General Manager Marketing  
**DATE:** April 2018

### PRIMARY OBJECTIVE

To deliver all poultry product lines to customers in a timely, professional and safe manner.

### KEY DUTIES

#### Truck & Driving

- To ensure the inside of trucks are kept clean & tidy.
- Follow road rules and drive in a safe manner at all times
- Follow basic fatigue management guidelines
- Ensure all licence requirements are kept valid

#### Delivery of product

- To provide a high level of customer service
- To ensure accurate money handling records are kept
- Safe unloading of poultry products from the truck
- Ensure pallet transfer or exchange is completed and monitor numbers so we have accurate records of pallets
- Ensure all Green tubs and Chep blue bins are recorded and returned to Hazeldenes

#### OH&S & HR

- Follow all systems and processes to ensure that OHS requirements are met.
- Follow the pre-defined processes to report any incidents and hazards that occur
- Report all damage to truck or company property as per Pre operational Check Sheet
- Abide by all Company policies and procedures
- Undertake any OHS or QA training deemed a requirement

#### QA & Administration

- Maintain accurate and up to date records of hours in your log book
- Complete, record & retain all QA requirements including temperature checks
- Accurate recording of invoices
- Any additional duties as per Management discretion

### POSITION DIMENSIONS

**Position Reports To:** - Distribution Manager  
**Directly Supervises:** - N/A  
**Indirectly Supervises:** - N/A  
**Internal Liaisons:** - Customer Service Staff, Mechanics, Truck Washers & Cool Room, Loaders & Human Resources  
**External Liaisons:** - Customers

### KEY SELECTION CRITERIA

#### Knowledge, Qualifications & Experience

- Heavy Combination truck licence preferred may consider Heavy Rigid licence
- Fork lift licence is an advantage
- Experience working with food products
- Ability to resolve minor grievances with customers
- High level of diplomacy and customer service skills

#### Interpersonal Skills

- High level of customer service skills
- Confidentiality and privacy is a necessity
- Able to use initiative
- Attention to detail and accuracy with record keeping
- Well-developed oral communication skills
- Well-presented and good hygiene

#### Management Skills

- Good organisational and prioritising ability
- Work autonomously
- Time management to meet schedules

### KEY PERFORMANCE INDICATORS

- Undertake timely and professional delivery of all poultry products
- Provide and maintain all documentation relating to basic fatigue management, invoices, temperature checks & money handling
- Ensure accurate and timely reporting of any incidents or near misses
- Ensure a high level of customer service is maintained at all times