JOB DESCRIPTION

| **Title** | COURIER DRIVER |
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| **Reports To**  | [INSERT TITLE]  |

**Job Purpose**

The **Courier Driver** is responsible and accountable for the safe and punctual transport of items. This role requires the driver to adhere to assigned routes and schedules, efficiently managing pick-ups and drop-offs. Being part of the delivery team, the Courier Driver must ensure that all items are packed appropriately, complete, and delivered safely to the right client.

The ideal Courier Driver is polite, prompt, and dedicated to creating a positive experience for all clients. The incumbent must be meticulous in order fulfilment, prioritises safety at work, and is driven by a strong desire to exceed client expectations.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Performing routine vehicle inspections prior to each delivery route.
* Packaging items with care, ensuring they are safely stowed within the delivery vehicle.
* Loading and unloading items from the delivery vehicle using appropriate tools or physical capabilities.
* Utilising navigation tools to map and follow the most efficient routes for delivery.
* Maintaining a professional demeanour while interacting with clients and addressing their concerns.
* Checking orders before and after delivery to guarantee that orders are complete and charges are accurate.
* Accepting and accurately recording payment for goods delivered.
* Strict adherence to all applicable traffic laws.
* Other related duties as assigned.

**Key Qualifications**

* High School Diploma or equivalent.
* Valid driver's licence with a clean driving record.
* Previous experience as a Courier Driver or a similar role in logistics is required.
* Proficiency in operating and parking large vehicles.
* Familiarity with local streets, neighbourhoods, and routing systems.
* Proficiency with GPS systems and other navigation tools.
* A proven record of adherence to delivery schedules and deadlines.
* Ability to operate forklifts and tractors under various weather and traffic conditions.

**Core Competencies**

* Excellent organisational and time management skills.
* Strong communication skills and the ability to collaborate with a team.
* High level of integrity, dependability, and a strong sense of urgency.
* Strong commitment to safety and delivering high-quality service.
* Strong attention to detail, diligence, and punctuality.
* Ability to problem-solve and excellent time management skills.
* Highly organised and self-motivated, with the ability to work independently.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* Overtime and hours worked outside of the standard work schedule may be required.
* Work schedules may include irregular hours, weekends, and holidays.
* The role is physically demanding and may require lifting of heavy packages up to XX pounds.
* Exposure to varying weather conditions.
* The role includes frequent starts, stops, and periods of vehicle operation.
* Regular vehicle maintenance and cleanliness are expected.