JOB DESCRIPTION

| **Title** | DRIVER HELPER | | |
| --- | --- | --- | --- |
| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The **Driver Helper** is responsible and accountable for supporting the delivery and logistics process, including the loading and unloading of products. This role requires the helper to work closely with the driver, efficiently managing the delivery locations and assisting with other tasks to ensure smooth operations. Being part of the delivery team, the Driver Helper must ensure that all products are handled appropriately, that delivery-related problems are promptly reported to senior staff, and that all safety policies and procedures are adhered to.

The ideal Driver Helper is polite, prompt, and dedicated to creating a positive experience for all clients and customers. The incumbent must be meticulous in record-keeping, prioritise safety at work, and is driven by a strong desire to effectively engage with clients and customers, ensuring that their expectations are met.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Assisting in the manual handling of goods, including loading and unloading products by hand or by use of hand trucks.
* Providing guidance and assistance to drivers in locating delivery addresses.
* Keeping precise records of all deliveries, including time, location, and client details.
* Informing senior staff of any issues encountered during delivery.
* Engaging with customers to address concerns and resolve complaints, ensuring satisfaction.
* Collaborating with the main office or warehouse logistics team to communicate any changes to daily routes.
* Ensuring that the delivery vehicle is clean at all times and assisting with unloading at the end of each shift.
* Acquiring clients’ and customers’ signatures as an acknowledgment of receipt for delivered products.
* Following all company safety practices and regulations.
* Other related duties as assigned.

**Key Qualifications**

* High School Diploma or equivalent general education degree.
* Proven experience working in warehousing, manufacturing, or production.
* Customer service experience is preferred.

**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.
* Ability to problem-solve and excellent time management skills.

**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 (XX) pounds.
* Exposure to varying weather conditions.