

JOB DESCRIPTION

Job Title: Driver/Warehouseman

Department: Logistics

Reporting to: Operations Manager

Objective

To deliver and collect equipment from customer site and provide basic installation.

Responsibilities:

- To deliver machines to customer site in undamaged condition
- To undertake basic installation procedures on site
- To provide a professional and courteous interface to customers
- To provide assistance as required to the whole logistics operation
- To develop productive relationships with colleagues and customers
- To drive in a safe and courteous manner
- To carry out routine maintenance and checks on vehicles
- To deliver and collect customer equipment
- To carry out installations and job specific tasks
- To record information as required
- To obtain customer signatures for work carried out.
- To transport customer equipment in a safe, well-guarded manner
- To provide support to the warehouse team
- To advise best routes for scheduled work
- To assist the customer service team with quotations
- To develop relationships with the clients that are assigned to you to further the goodwill attached to the company name.

Job Specific Competencies

- Basic IT Skills
- Customer relations
- Telephone skills
- Customer service theory and practice – qualified by experience
- Understanding of the purchase ordering processes

You must be familiar with and happy to be out on the road all day. You will hold a full driving licence in order to drive a company vehicle, and you will be willing to undergo an Enhanced DBS check for this post.

Work Environment

Most work is performed in a warehouse environment. Some supervision required, suitable Personal Protective Equipment to be worn at all times. Subject to Health & Safety at Work assessment, employee will be subject to some lifting.

This document is not exhaustive and you are expected to undertake any other duties commensurate with the post, as necessary from time to time.