

Position Description

Position Title:	Truck Driver/Loader Operator
Business Group:	ASQ Garden & Landscape PTY LTD
Department:	Castlemaine/Maryborough/Eaglehawk
Reports to:	Site Manager
Supervises:	Not applicable
Classification:	General Retail Industry Award 2020 MA000004

Company Overview

ASQ Garden & Landscape is an integral division within the ASQ group, providing a professional network of retail and trade outlets. We distribute many of our own products and complement this with other quality garden and landscape products, providing an extensive range for our customers. Our Garden & Landscape sites are well presented and maintained to the highest industry standard and operate under professional, qualified staff who deliver expert advice, knowledge and services.

Primary Purpose of the Position

The Truck Driver /Loader Operator is responsible for providing a high level of customer service. Ensuring safe and efficient loading, unloading and delivery of products to our customers. And assisting with yard duties and sales as required.

Key Responsibilities

1. Compliance with the ASQ Document Management System [Operational and Workplace Health, Safety and Environment (WHSE)]:

- Adhering to ASQ policies and procedures
- Compliance with chain of Responsibility, National Heavy Vehicle regulations and all state and federal road rules
- Understanding of compliance with PBS and NHVAS requirements (where applicable)
- Compliance with the ASQ WHSE Management System (inductions, hazard reporting, take 5's, incident reporting, SWMS, risk assessments, RAC, SWP's, site inspections, subcontractor management, emergency response/code red, traffic management, first aid management, LOTO, participate in training etc.)

Daily Operations:

- Loading, unloading and delivery of products
- General yard maintenance duties
- Sales assistance and customer service
- Ensure all vehicles are loaded safely and efficiently with the correct product at the correct weights and cubic metres (safe load requirements and accurate sale quantity)
- Ensuring any collection of money from customers on delivery is promptly returned to the yard office
- Completing all required documentation accordingly

Others:

- Communicating/reporting all issues with the Supervisor/Site Manager as required
- Asset management in One Hub (prestarts, faults, fuel entries etc.)
- Ensuring daily tasks are completed as directed by the Supervisor/Site Manager

- Attend Garden & Landscape meetings as required

2. Loading, unloading and delivery of product

- The Truck Driver/Loader Operator is responsible for providing a high level of customer service and the safe loading, unloading and delivery of product.

Including:

- Asset management in OneHub (prestarts, faults, fuel entries etc.)
- Providing a high level of customer service and the correct and appropriate advice is given, to the best of their ability
- Maintain a clean and orderly workplace
- Ensuring all vehicles are loaded safely and efficiently with the correct product at the correct weights and cubic metres (safe load requirements and accurate sale quantity)
- Ensuring the efficient delivery and unloading of the product at the location, as determined by the customer
- Communicating/reporting all issues with the Supervisor/Site Manager as required
- Ensuring any collection of money from customers on delivery is promptly returned to the yard office
- Completing all required documentation accordingly

3. General Yard duties

- Maintaining loader and truck presentation as well as general yard duties as required.

Including:

- Maintaining product bins and notifying the Supervisor/Site Manager of discrepancies with product being loaded/delivered
- Maintaining presentation and cleanliness of the truck and loader
- Performing dust suppression duties by operating the water truck where required
- Performing yard tasks such as weeding, rubbish removal and general maintenance as required

4. Customer Service/Sales Assistance

- Truck Driver Loader Operator may also be required from time to time to assist in customer sales in the store.

Including:

- Ensuring all customers are acknowledged and served in a timely manner (phone, email and in-store)
- Providing a high level of customer service and the correct and appropriate advice is given to the best of their ability
- Ensure the daily operation of the site runs according to standard procedures/tasks (such as sales/purchases/transfers, customer deliveries/truck scheduler etc.)
- Maintain a clean and orderly workplace

Key Selection Criteria

1. Experienced Truck Driver with relevant licenses
2. Demonstrated experience with using Loaders (or similar machinery)
3. Availability to work weekends and public holidays as required
4. Experience in Landscape products (Desirable)
5. Retail and customer service experience

Education, Certification and Licenses required:

6. Heavy Rigid Truck license and experience
7. Loader license and experience
8. Work safely, or construction induction card (desirable)
9. Retail experience (desirable)

Personal skills/ attributed required:

10. Safety-conscious
11. Fit for work, according to the position
12. Strong work ethic
13. Highly motivated with a positive attitude
14. Demonstrated ability to support a team in a professional and collaborative manner
15. Sound literacy, numeracy and IT skills
16. Strong attention to detail with a commitment to delivering high-quality work
17. Highly developed interpersonal communication, negotiation and conflict resolution skills
18. Excellent organisational, problem-solving, time management, and customer service skills
19. Ability to work under pressure and meet deadlines/customer requirements

Key contacts

- Garden & Landscape Site Manager
- Garden & Landscape Site Supervisors
- Garden & Landscape Employees
- Customers
- Suppliers
- Other ASQ Managers and Employees

We acknowledge this information adequately describes the role, but it is understood all employees of ASQ have a responsibility to contribute to the advancement of the organisation by undertaking other assignments and projects as required. This position description is subject to review and amendment at any time, as appropriate.