Position Description

Position title: Truck Driver /Loader Operator	
Business group: ASQ Garden & Landscape Pty Ltd	**Department:** Landscape yards
Reports to: Site Manager	**Supervises:** N/A

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, to provide an extensive range for our customers. Our Garden & Landscape sites are presented and maintained to the highest industry standard and operate under professional, qualified staff who deliver expert advice, knowledge and services.

Position summary
The Truck Driver /Loader Operator is responsible for providing a high level of customer service and the safe loading, unloading and delivery of product to our customers, as well as assisting with yard duties and sales as required.

This is a full-time position.

Summary of key roles and responsibilities
- Ensure compliance with the ASQ Document Management System (Operational and WHSE)
- Loading, unloading and delivery of product
- General yard duties
- Sales assistance

Required attributes
- Safety-conscious
- Fit for work, according to the position
- Excellent communication and interpersonal skills
- Excellent time management and organisational skills
- Exceptional customer service skills
- Strong work ethic
- Highly motivated with a positive attitude
- Demonstrated ability to contribute to a team in a professional and collaborative manner
- Ability to work under pressure and meet deadlines/customer requirements
- Sound literacy, numeracy and IT skills
- Strong attention to detail
- Ability to work weekends and public holidays as required

Required education and certifications
- Heavy Rigid Truck licence and experience
- Loader licence and experience
- Work safely, or construction induction card
- Knowledge/experience in landscape products (desirable)
- Retail experience (desirable)

Key contacts

- Garden & Landscape Site Managers
- Garden & Landscape Supervisors
- Garden & Landscape workers
- Customers
- Suppliers
- Other ASQ management and workers

We acknowledge this information adequately describes the role of the position, 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, and as approved by the Directors.

Details of key roles and responsibilities

1. **Ensure compliance with the ASQ Document Management System (Operational and WHSE)**
   The Truck Driver /Loader Operator is responsible for complying with all ASQ policies and procedures according to our Operational and WHSE Management Systems.

   Responsibilities include, but are not limited to:
   - Adhering to ASQ policies and procedures
   - 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, participate in training etc.)
   - 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)
   - Attending prestart meetings
   - Attending toolbox talks

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.

   Responsibilities include, but are not limited to:
   - Asset management in OneHub (prestarts, faults, fuel entries etc.)
   - Ensuring daily tasks are completed as directed by the Site Manager/Supervisor
   - 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 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**
   The Truck Driver /Loader Operator is also responsible for maintaining loader and truck presentation as well as general yard duties as required.

   Responsibilities include, but are not limited to:
   - Ensuring daily tasks are completed as directed by the Site Manager/Supervisor
   - Maintaining presentation and cleanliness of the truck and loader
   - Maintaining product bins and notifying the Site Manager of discrepancies with product being loaded/delivered
   - 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. **Sales assistance**

The Truck Driver /Loader Operator may also be required from time to time to assist in customer sales in the office.

Responsibilities include, but are not limited to:

- Ensuring all customers are acknowledge 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
- Ensuring daily tasks are completed as directed by the Site Manager/Supervisor
- Ensuring the daily operation of the site runs according to standard procedures/tasks (such as opening/closing of site, sales/purchases/transfers, customer deliveries/truck scheduler, cash reconciliation and banking etc.)
- Maintain a clean and orderly workplace
- Attend Garden & Landscape meetings as required