



## SCHEDULE 1

**Position Title:** Delivery Driver

**Reporting To:** Operations Manager

**Overview:** This role is critical in maintaining high levels of customer service, a direct link with many of our customers and managing the cost of distribution.

As well as making deliveries as directed our driver provides market place feedback and is important in communicating our strategies to the market.

**Key Priorities:**

1. Learn delivery procedures: invoicing, money handling, rounds, customer relationships.
2. Learn nursery procedures. Loading check: quality, water, invoice accuracy. Returned stock and materials.
3. Vehicle maintenance. Ensure vehicle is clean & stays clean. Safe and stays safe.

**Summary of Duties to be Performed**

**(Accountabilities):**

1. Deliveries per instruction.
2. Vehicle Maintenance.
3. Review performance to drive planning.
4. General nursery duties.

### Key Accountabilities

**1. Deliveries per instruction**

- Loading orders, checking accuracy.
- Use deliveries procedure as guide to specific processes required.
- Provide guidance & feedback for daily 'runs'.

Record and report on all calls made including correct handling of invoices and cash receipts.

**2. Vehicle Maintenance**

- Regular check and maintenance of fuel, oil, water & tyres.
- Regular cleaning of truck: cabin, body, internal & external.
- Reporting of vehicle performance issues and servicing requirements.

## SCOTSBURN NURSERIES

Scotsburn Nurseries Pty Ltd as trustee for

The Scotsburn Nurseries Unit Trust

ABN 88 644 909 854

Telephone 03 9798 7066

Fax 03 9798 3121

Email

[scotsburn@scotsburn.biz](mailto:scotsburn@scotsburn.biz)

### **3. Review performance to drive planning**

- Maintain a strong interface with Management, Operations and Production team to ensure sales strategies are communicated clearly and common goals and targets are implemented
- Regular performance reviews

### **4. General nursery duties**

Your assistance and support may also extend to general duties as required

- Weeding of stock and grounds
- Watering plants
- Staking of plants
- Order packing/loading
- Washing of recycled materials
- Mowing and general maintenance

### **5. Performance Measures**

- Customer feedback: presentation, helpfulness, attitude.
- Delivery Errors: lost stock, incorrect stock, items that should be picked up through thorough checking at loading.
- Paperwork: accurate, consistent, records amendments & pick ups thoroughly.
- Vehicle maintenance: Cabin, body, interior and exterior.
- Driving performance: nudges & scrapes, collisions, road user complaints.

## **SCOTSBURN NURSERIES**

Scotsburn Nurseries Pty Ltd as trustee for

The Scotsburn Nurseries Unit Trust

ABN 88 644 909 854

Telephone 03 9798 7066

Fax 03 9798 3121

Email

[scotsburn@scotsburn.biz](mailto:scotsburn@scotsburn.biz)