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|------------------------|------------------------------------|
| <b>Job Title:</b>      | Roundsperson                       |
| <b>Department:</b>     | Hereford                           |
| <b>Base Location:</b>  | Hereford                           |
| <b>Relationships:</b>  | Customers and Internal Departments |
| <b>Responsible to:</b> | Depot Manager                      |

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## The Team Cotteswold Purpose:

**Being at the heart of a responsible and sustainable dairy community**

## JOB DESCRIPTION

### Overview:

Delivering excellent customer service, this dynamic role involves ensuring that all vehicles are correctly loaded to fulfil customer orders, that the deliveries are made on time and in full and that all operations are carried out in a manner that ensures safety and legality at all times

### Main Duties & Responsibilities:

- Drive and operate at all times according to legislative requirements.
- Report any vehicle malfunction or breakdown as soon as possible using authorised company procedures.
- Ensure that the correct loading and handling equipment is carried and correctly used, including load straps, restraining bars, sack trucks, dragging hooks and trolleys.
- Report any defective equipment for replacement.
- Load delivery vehicles according to customer orders ensuring that all loads are secured and safe for travel.
- Liaise with vehicle loaders to check loads prior to dispatch to ensure that all customer orders are loaded.
- Deliver products to the customer at the agreed time and location.
- Collect empties from customer location for return to depot.
- Manage keys and other security devices including lock PINS and alarm codes securely and confidentially.

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- Ensure that any security procedures agreed with customers including deactivating and reactivating alarms, opening and securing doors and gates or entering or leaving any secured area requirement to enter customer premises is managed at all times.
- Consider local environments and communities when carrying out deliveries including not causing unnecessary noise or traffic jams.
- Collect payments as agreed with customers ensuring that any money collected is discreetly collected and secured within the vehicle cab at all times.
- Represent the company when at work and work to build and develop customer business relationships.
- Ensure that all customer details including order details including quantities and amendments, payments and specific requirements are correctly entered onto the electronic or manual data capture system.
- Ensure that all customer information is correctly inputted and downloaded from and to hand held units if used.
- Ensure that any returned stock requiring refrigeration is left in a refrigerated environment whether returned to depot storage or within a functioning vehicle.
- Work according to Company H&S, food hygiene and standard operating procedure requirements at all times.
- Immediately report to your Manager any change in licence category including disqualification or convictions.
- Report any accident or incident as soon as safe to do so participating fully in any investigation as required.
- Maintain the vehicle in a clean condition including the cab, cargo area and external areas.
- Ensure that all keys including customer keys, fobs and vehicle keys are securely stored in the designated area.
- To deliver and support promotional marketing content as deemed necessary by the company.
- Understand and comply with the Company's Health and Safety Policy statement.
- To carry out any other duties as reasonably requested by your Supervisor or Manager

## Skills (Essentials):

- A full UK driving licence with the correct vehicle classification for the vehicle driven;
- The ability to communicate effectively including dealing directly with customers and co-workers;
- Methodical with strong analytical skills;
- An eye for detail to ensure accuracy and precision;
- The ability to effectively time manage;

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- Positive attitude possessing high levels of commitment, and motivation;
- Good time keeping skills;
- Comfortable with early morning starts;
- High levels of accuracy, precision and detail
- Working on own initiative and as part of team;
- A 'can do' attitude with a commitment to seeing tasks through to completion.

## **Skills (Desirable):**

- Experience of the dairy industry or similar delivery, retail business;
- Experience of electronic handheld units (although full training will be given).

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