

# — JOB DESCRIPTION



**SERVICE  
FOODS**

BEHIND EVERY  
GREAT CHEF

## ABOUT SERVICE FOODS

**Service Foods** commenced its operations in Christchurch as a modest grocer in 1983. Today, we proudly stand as one of New Zealand's premier privately-owned and family-operated food service distribution enterprises. Our extensive range encompasses Produce, Butchery, Seafood, and Essentials, catering to diverse clientele.

We serve a broad spectrum of establishments nationwide, including Cafes, Restaurants, Hotels, Rest Homes, QSRs, Manufacturers, Retailers, Distributors, cruise ships, and exporters. Our extensive network includes direct imports of over 4000 items from more than 20 countries, complemented by over 8000 locally sourced products.

## OUR VALUES

### CREATIVITY

We deliver solutions, not problems, are always learning, and never settle for average or the status quo.

### RESILIENCE

We are adaptive, perseverant, and passionate about our industry and work.

### INCLUSIVITY

We are welcoming, open-minded, and respectful of others' ideas, views, and preferences.

### COLLABORATION

We communicate honestly, listen empathetically, and help each other whenever needed.

### WORK ETHIC

We have integrity, are reliable, and get things done

### HUMILITY

We stay modest and appreciative regardless of our success.

<b>Position title:</b>	<b>Delivery Driver</b>
<b>Reports to:</b>	Fleet/Operations Manager
<b>Business Group:</b>	Logistics, Warehouse
<b>Position type:</b>	As specified in the employment agreement
<b>Branch &amp; Primary Location:</b>	As specified in the employment agreement
<b>Direct Reports:</b>	None

**Overview:** This role's primary responsibility and purpose is to provide Service Foods' customers with exceptional service through the efficient and timely delivery of all products and services.

**Position Objective:** The Delivery Driver will ensure the safe, accurate, and prompt delivery of food products to customers, maintaining the highest standards of customer service, food safety, health, and safety. The role requires adherence to all relevant regulations and company policies, ensuring both food safety and road safety.

**Representing Service Foods:** While wearing our identifiable uniform and driving vehicles prominently displaying the Service Foods logo, it is imperative to uphold our reputation and company image by adhering to professional standards and delivering exceptional service at all times, both in interactions with our customers and general public, reflecting positively on our company's values and commitment to integrity and accountability.

**Upholding our values:** Throughout your tenure at Service Foods, it is vital to embrace our values of creativity, resilience, inclusivity, collaboration, work ethic, and humility. Consistently maintaining our reputation and company image through adherence to professional standards and embodying these values in your actions is essential. By delivering exceptional service to all stakeholders and demonstrating unwavering integrity and accountability, you will reinforce our commitment to excellence.

#### **Key responsibilities (include but are not limited to):**

##### **1. Delivery**

- a) Ensure all deliveries are made in the most expedient and efficient manner possible.
- b) Maintain personal hygiene standards and adhere to food safety guidelines when handling and transporting goods
- c) Handle stock with care, avoiding any abuse, dropping, or placing items in positions that may cause damage during delivery.
- d) Place delivered goods where requested by the customer.
- e) Utilise delivery entrances when available to minimise disruptions.
- f) Check off stock items against the invoice copy upon delivery and mark the invoice copy accordingly.
- g) Ensure the copy of the invoice-delivery docket is signed by the receiver as proof of delivery and return it at the end of the run for filing.
- h) Obtain authorisation from the Manager for any cash deliveries where the customer cannot pay at the time. Ensure proof of delivery is obtained where authority is received.
- i) Make all deliveries within the specified time frame arranged and agreed upon, in accordance with the run sheet
- j) Notify customers of any stock substitutions noted on invoices or delivery dockets.
- k) Advise the Dispatch Manager of any changes to the run sequence and ensure sequence drop numbers are maintained accurately.

##### **2. Loading (when needed)**

- a) Ensure products are appropriately loaded based on their status (e.g., Fresh, Frozen, Chilled, and Dry Goods) to maintain the correct delivery temperature.
- b) Identify any errors in invoicing and picking based on customer and product knowledge.
- c) Inform Warehouse/Dispatch/Fleet Manager of any delivery sequence errors or updates to maintain efficient loading and delivery.
- d) Ensure invoices are in order and loading is carried out to maximize delivery efficiency.
- e) Ensure the load is securely and safely stacked to prevent damage during transit.

##### **3. Customer Service:**

- a) Provide excellent customer service during delivery interactions, including greeting customers courteously and handling inquiries professionally.
- b) Assist customers with the placement of stock upon delivery.
- c) Provide customers with product information when appropriate.
- d) Provide customers with contact names for follow-up inquiries.
- e) Maintain politeness and courtesy at all times.
- f) Be tidy and presentable, taking pride in the Service Foods uniform provided.
- g) Never discuss or provide customers with other customers' information, copies of invoices, pricing, special pricing, or supply arrangements.

- h) Be proactive in ensuring customer satisfaction and perform other duties as assigned.
- i) Treat customer premises with respect, ensuring they are secure while entering and leaving.
- j) Interact respectfully and professionally with all staff at customer premises, maintaining a high standard of customer service.

#### **4. Stock Credits**

- a) Stock credits are not to be issued to customers unless authorized by the Dispatch Manager.
- b) If stock is to be returned, issue a full credit request to the customer with an explanation of the reason. Leave the original copy with the customer.
- c) Report all stock returns accompanied by a copy of the credit request to the Dispatch Manager.
- d) Drivers are not to take any action with returned stock until authorization for its handling is received from the Dispatch Manager..

#### **5. Vehicle upkeep & maintenance:**

- a) Fill vehicles with fuel and report any maintenance requirements promptly.
- b) Perform daily checks on oils, coolant, Warrant of Fitness (WOF), etc., to ensure vehicle safety and compliance.
- c) Wash and clean trucks or other vehicles as required to maintain hygiene standards and professional appearance.
- d) Ensure delivery vehicles are clean and suitable for transporting food items safely.

#### **6. Maintain Confidentiality:**

- a) Deal with sensitive and confidential information in an appropriate manner, ensuring confidentiality is maintained.
- b) Maintain customer confidentiality at all times, refraining from disclosing any customer information to unauthorised parties.
- c) Maintain Service Foods' confidentiality at all times, refraining from disclosing proprietary information or trade secrets to unauthorised parties..

#### **7. Continuous Improvement:**

- a) Continuously seek opportunities to streamline processes and enhance the overall experience for customers.
- b) Provide feedback and insights to support continuous improvement across the organization.

#### Other:

- a) Help in stock take and other warehouse duties as required (including picking and packing)
  - b) Occasional after-hours work may be required.
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#### **Health and Safety requirements:**

- (a) Conduct routine checks on delivery vehicles to ensure they are in good working condition, reporting any issues promptly to management. This includes regular maintenance checks on brakes, lights, tyres, and other essential components.
  - (b) Operate delivery vehicles safely and in accordance with road safety regulations and company policies.
  - (c) Adhere to road rules and regulations, including speed limits, parking rules, traffic signals, and signage;
  - (d) Undertake appropriate training and hold valid driver's licenses for the vehicles you operate.
  - (e) Use correct lifting techniques when loading and unloading food packages to prevent injuries.
  - (f) Maintain personal hygiene standards and adhere to food safety guidelines when handling and transporting goods.
  - (g) Understand and follow procedures in case of emergencies such as accidents or breakdowns, including knowing who to contact for assistance.
  - (h) Manage fatigue by taking mandatory rest breaks and adhering to limits on driving hours.
  - (i) Maintain open communication with dispatch and management regarding any safety concerns or incidents encountered during delivery operations.
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#### **Key Performance Indicators (KPIs):**

- 1. Effectiveness of relationships with customers
  - 2. Eroad results of a high standard
  - 3. Accuracy of picking and packing orders
  - 4. Accuracy of deliveries
  - 5. Credit procedure chain
  - 6. Delivery checking procedure and POD signage by customers
  - 7. Product knowledge
  - 8. Compliance with food safety requirements
  - 9. Continuity of health and safety checks
  - 10. Perception of team work by other personnel with functional relationships
  - 11. Contribution to achievement of goals within overall operations group and Service Foods
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**Key attributes:**

- I. Qualification: Foundational/Basic qualification with reasonably good literacy, numeracy and communications skills.
- II. Experience:
- Valid New Zealand driver's license (full – Class 1, 2 or 4 as required for the role) with a clean driving record.
  - Proven experience as a delivery driver or similar role, preferably in the food service industry.
  - Knowledge of road safety regulations and routes in the delivery area.
  - Ability to handle physical work, including lifting and carrying heavy items and use appropriate manual handling techniques.
  - Knowledge of health and safety regulations and food safety standards
  - Flexibility to work varied hours, including early mornings, late evenings, weekends, and holidays, as needed.
  - Forklift license - not a requirement but would be beneficial
- III. Knowledge & Skills:
- Relationship focused (internal & external) and action orientated
  - Remains calm under pressure
  - Be able to build and foster connections and relationships
  - Ability to prioritise tasks and work efficiently in a fast-paced environment.
  - Attention to detail and commitment to delivering high-quality work.
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- IV. Personal attributes:
- Proactive and self-motivated.
  - Strong customer service skills and a professional demeanour.
  - Excellent time management and organizational skills.
  - Ability to work independently and as part of a team.
  - Ability to constantly improve and optimise.
  - Excellent communication and time management skills.

**Key relationships:**

- Internal: Fleet team, Warehouse operations, Loading, Dispatch, Customer services and other Operations teams, Branch Management, other SF branches National Support teams
- External: Customers, consultants, contractors, Fuel companies, external agencies, regulatory bodies, Government agencies etc.

**Health & Safety:**

- a) Ensures active management and compliance with all relevant statutory, safety and regulatory requirements applicable to the team.
- b) Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing yourself, other employees, contractors and others' health, safety, and wellbeing.
- c) Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.
- d) A Health and Safety Policy is in place within Service Foods Limited. The employee is required to adhere to the same.
- e) The employee must be conscious of potential safety problems at all times. Instructions in regards to safety and security given by the Health and Safety representatives must be followed at all times.
- f) Ensure health, safety, security and food safety policies and procedures are understood, followed and implemented.
- g) Ensure all injuries, near misses, incidents and accidents are reported through the designated process.
- h) Personal protective equipment (PPE) helps keep you safe on the job. The employee is required to correctly use, wear and maintain their PPE.

**Disclaimer:**

This job description provides a general overview of the duties and responsibilities of this position. It is not exhaustive and employees may be asked to perform other duties as needed.

**Declaration:**

I have read and understood the job description, including the duties and responsibilities required for the position.

Signature of employee: \_\_\_\_\_

Date: \_\_\_\_\_