



ROMERILS

JOB DESCRIPTION

DRIVER / STORE PERSON

Operations Department

Our Vision

We are a vibrant retail market leader delivering the best, enjoyable shopping experience to inspire homeowners, while giving outstanding service. We know and engage with our customers, which gives us knowledge on delivering what they want. 'Best of the Best' in customer service is at the heart of all we do.

Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

The Department

The Operations Department provides a full delivery and warehouse support function to all areas of the company.

The Role

The purpose of the role is to provide a comprehensive warehousing and delivery support role to all areas of the Company, whilst providing the highest level of customer service.

Reporting Lines

Reports to the Manager of the Department, the Assistant Manager or the Supervisor.

Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All staff are expected to work as part of the team
- ✓ All staff are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times



R O M E R I L S

PERSON SPECIFICATION

Knowledge of:

Stores and warehousing
Driving regulations
Basic PC skills

Island roads
Basic keyboard skills

Health and safety regulations
Safe manual handling techniques

Skills required:

Driving license
Problem solving
Time-management

Initiative
Prioritisation
Nurate

Effective verbal and listening
Self-management

Attributes

Flexible
Accurate
Calm under pressure

Reliable
Organised
Eye for detail

Logical
Common sense
Physical fitness (Heavy Lifting)

PRINCIPLE DUTIES

Driving duties:

1. The driving of any of the company vehicles to any address within the Island
2. Retrieval of goods prior to despatch, including checking for quantity and quality
3. Loading of goods on to vehicles ready for delivery
4. Removal of goods from vehicles and safe delivery & storage at customer premises
5. Installation of washing machines / dishwashers to existing pipe work
6. Furniture construction
7. Processing paperwork as necessary
8. Ensuring security of products during delivery
9. Keeping vehicles clean & tidy

Store duties

1. Checking incoming goods from suppliers
2. Emptying containers & offloading of receipted goods from various hauliers
3. Storing goods as directed in the correct location
4. Helping organise safe systems for handling loads
5. Keeping storage areas clean and tidy
6. Ensuring security of products on warehouse premises
7. Picking goods for delivery accurately
8. Checking of colleagues picking to minimise errors
9. Processing paperwork as necessary

Changes

Because of the diversity of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.