



ROMERILS

JOB DESCRIPTION

HGV Driver HIAB Operator Timber & Builder's Merchant

Our Vision

To be a place where people and relationships always come first.

To be Jersey's leading supplier of domestic & commercial plumbing and heating equipment for the Trade, Retail, and DIY enthusiast. '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

Our Trade business supplies predominantly trade, but also retail customers, with plumbing, heating and a wide range of building materials. We know and engage with our customers, which gives us knowledge on delivering what they want. Our team is comprised of specialists within these areas in order to advise on plumbing, heating, drainage and building materials.

The Role

The purpose of the role is to provide a comprehensive delivery service of larger goods to trade customers and construction sites, covering other areas of the Company where necessary and always providing the highest level of customer service.

Reporting Lines

Primarily based at the Trade Centre at La Collette, and reports to the Logistics & Warehouse Manager.

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



PERSON SPECIFICATION

Knowledge of:

Stores and warehousing	Administration	Health and safety regulations
Driving regulations	Basic keyboard skills	Safe manual handling techniques
Microsoft Office	Customer Service	

Skills required:

HGV Licence (16Ton)	HIAB 118-B3 (or similar)	Forklift licence (desired)
Excellent Communication Skills	Island Knowledge	Initiative
Effective verbal and listening	Problem solving	Prioritisation
Self-management	Time-management	Driving License

Attributes:

Flexible	Reliable	Logical
Accurate	Organised	Common sense
Calm under pressure	Eye for detail	Physical fitness

PRINCIPLE DUTIES

Driving duties:

1. The driving of any of the company vehicles to any address within the Island, including substantial lorry mounted cranes
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 trade customers properties and construction sites
5. Processing paperwork as necessary
6. Ensuring security of products during delivery
7. Keeping vehicles clean & tidy
8. Ensuring Health & Safety best practice is maintained

Store duties:

1. Processing delivery notes
2. Liaising with customers and trade colleagues in relation to their deliveries
3. Organising and subgrouping delivery routes
4. Liaising with sales teams on delivery slots and sales order issues
5. Liaising with sales teams / customers on any delivery issues
6. Completing daily delivery schedules for drivers
7. Liaising with various warehouses for volumes of product, in order to effectively load & route plan.
8. Factoring in build times and collections from customers to the routes for each vehicle
9. Plan most efficient route for each vehicle
10. Organising & completing transfers between various Romerils sites

11. Communicating with the various delivery teams prior, during & after delivery as required
12. Assisting customers and warehouse teams with collection of goods
13. Unloading goods inwards and ensure stock is processed and put away as necessary
14. Assisting with stock and warehouse organisation

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.