

Job description

Job Title	Multi drop delivery driver and Water cooler Sanitiser	
Mission:	<ul style="list-style-type: none"> To provide watercoolers and deliver 19 litre and 11 litre bottled water and other products and services offered by the Company to our customers as required. To maintain and service our customers' water coolers within a regular timescale, complying with WHA guidelines as per the regular Hygiene Awareness training provided by the company To be an effective representative for Edgars Water and to act always in a professional manner conducive to promoting a positive image 	
Outcomes		Comments
To provide 19 and 11 litre bottled water (and other products) to our customers	<ul style="list-style-type: none"> Follow a pre-planned route ensuring prompt delivery of bottled water, products and services to business and domestic customers as and where required by the customer Complete catch up calls and emergency customer calls as a priority Communicate comments, queries and any issues between the customer and customer service and admin staff Planning and instructing requirements for the next day's route Responsible for the general upkeep of the vehicle reloading for the next day Responsible for daily vehicle walk round check Responsible for effectively planning routes Promote the installation of additional products and services 	
To regularly maintain and service customers' water coolers in line with the WHA hygiene awareness training standard	<ul style="list-style-type: none"> Follow a pre-planned route ensuring prompt and efficient water cooler sanitisations for customers at regularly scheduled intervals 	

Key Competencies

- Experienced with admin and all aspects of basic customer service
- Understanding the needs of external and internal customers
- Strategic thinker
- Tenacious, organised, analytical and commercially focused
- Able to work within a team but be able to make decisions autonomously when needed.
- Assertive and have a sense of urgency to meet deadlines
- Understands the needs and goals of customers and other teams within the business

Personal career development

- Identify areas of personal development and create an annual action plan to support and execute it.
- Explore the use of SMART targeting Specific, Measurable, Attainable, Relevant, Time-bound.

Red Flags

- Fails to listen or misunderstands customers' needs
- Fails to get back to managers, customers, admin and customer services etc following enquires or queries
- Is complacent and fails to support key teams in the wider organisation
- Avoids or ignores opportunities to develop and improve the business
- Does not allow for 2-way conversations or feedback
- Panics under pressure
- Does not show initiative
- Lacks passion for the company and their position, negative disposition
- Lacks accountability and frequently misses deadlines
- Reactive

Location: Derby DE73 8DG

Reporting to: Depot Manager

This job description is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the post holder will be subject to review as part of the individual performance review process.