

A Whole Lot More Training.

Engagement Teamwork Progression Culture Talent

Role: Drivers Helper

Location of Role: Carnbane, Newry

Salary: £11.44 per hour

Rule Purpose: The successful candidate will be responsible for assisting with the delivery of goods to our customers. Delivering excellent customer service by increasing efficiency, order accuracy, accountability and pride in your vehicle and depot, without compromising health and Safety.

Accountable to: Transport Officer and Head of Operations

Key Relationships: Logistics Manager, Operations Team, Customer Service and Customers

Our Vision – to be a successful business, growing our presence across the island of Ireland as a wholesaler and retail partner of choice.

Our Mission – we go above and beyond to support those who trust in us to keep their business thriving. We serve our customers better than anyone else due to our flexible way of working. Our customer focused approach allows us to react quickly, communicate effectively and deliver our products reliably, time after time.

Responsibilities

Loading

- Loading and unloading cages and pallets across ambient, chilled, fresh and frozen.
- Handling paperwork to support driver.
- Check load sheet to ensure pallets of goods and cigarettes correspond to customer order.
- Check all loads are secure and all relevant paperwork is correct before departure.

Deliveries

- Maintaining good customer service by greeting customers and answering any queries.
- Report any delivery related challenges to the operations team.
- Report any damages upon delivery to customers.
- Obtaining customers signatures on receipt of deliveries.

Other Duties





- Maintain high levels of health and safety standards
- Maintain targets and job standards set out by the logistics manager
- Any other reasonable request

New developments and changes to customer requirements mean that processes and their associated tasks and functions do not remain static. In order to remain flexible, responsive and competitive, S&W Wholesale Ltd reserves the right to adapt roles and responsibilities in response to operational changes and there is a reasonable expectation of adaption to new or modified working methods as required.

- Dealing with customers directly
- Any reasonable request from the logistics manager
- Maintain a safe working environment that complies with all aspects of the company's H&S Policy
- To act as an ambassador for S&W Wholesale and behave in a professional and courteous manner at all times.

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Drivers Helper

Criterion	Essential	Desirable
<p>Going Further</p> 	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills. • The ability to demonstrate excellence in customer service. • Ability to work under pressure. 	
<p>Keeping It Simple</p> 	<ul style="list-style-type: none"> • Ability to work flexible hours 	
<p>Delivering as One Team</p> 	<ul style="list-style-type: none"> • Physical and manual dexterity • Ability to use own initiative and judgement 	
<p>Working Honestly</p> 	<ul style="list-style-type: none"> • Able to demonstrate the application of continuous improvement techniques • Results orientated • Team Player • Customer focused • Perform well under pressure • Organized and efficient. 	
<p>Circumstances</p>	<ul style="list-style-type: none"> • Undertake Training 	

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