

POSITION DESCRIPTION

Position Title: Customer Service Representative x Delivery Driver

Location/Unit: Cecil Plains x Melrose

Classification (if applicable): General Retail Industry Award 2020, Level 2

PRIMARY PURPOSE

The primary focus of this role is on deliveries, teamwork and providing a high standard of customer service in the field. In addition to customer deliveries, the person in this role will be expected to serve customers and assist other team members with branch and warehouse duties.

The role will require deliveries and support between our Cecil Plains and Melrose branches primarily.

RELATIONSHIPS

Position reports to: Branch Manager or delegated officer

Direct reports: Nil

Key Stakeholders: Customers, Suppliers, and Branch Team Members

KEY RESPONSIBILITIES

- Plan and organise customer deliveries to ensure products are delivered in a safe, efficient, and professional manner.
- Assist with the receipt and safe storage of agricultural products, including chemicals and fertilisers.
- Load and unload supplier and customer vehicles whilst maintaining safe work practices
- Provide a high standard of customer service both in the field and in the branch by being approachable and knowledgeable about Company products and services
- Maintain the physical facilities, including the shop, warehouse and yard areas to ensure they are clean, safe and presentable to the general public.
- Participate in regular branch stocktakes and other inventory control duties
- Provide regular feedback to the Branch Manager to ensure inventory levels are maintained and customer demands are met
- Engage in technical, cultural and business-related training and development activities.
- Actively contribute to the ongoing development of a positive work culture.
- Any other reasonable request consistent with the position's level of responsibility and field of expertise.

GENERAL EXPECTATIONS

Pursehouse Rural needs, values and expects all employees to:

Live the Pursehouse Rural Values	Our values sit at the core of everything we do and are a key part of our success. We expect all employees to be respectful, reliable, resilient, and responsible.
Be Self-Motivated	Display a positive attitude to getting things done; be positive and focus on continual improvement.
Communicate Constructively	Ability to communicate and influence effectively with employees and customers. Demonstrate a willingness to give and receive constructive feedback in a positive manner.
Display Business Acumen	Understand current and future business requirements and identify opportunities to minimise costs and improve profitability and productivity.
Effectively Plan and Organise	Manage tasks and projects through effective planning and the efficient allocation of time and resources.

SKILLS, ATTRIBUTES, EXPERIENCE AND QUALIFICATIONS REQUIRED

Essential Criteria

- Demonstrated experience in customer service role, preferably in the agricultural sector
- Effective time management skills and the ability to forward plan
- Excellent attention to detail
- Ability to work independently and in a team
- Ability to maintain a high standard of personal presentation and meet the physical requirements of the role
- Valid drivers licence, class C and HR (or willingness to obtain), and a sound knowledge of safety around vehicles
- LF Forklift License (or willingness to obtain)

Desirable Criteria

- General understanding of the agricultural sector
- First aid certificate (or willingness to obtain if required)
- ChemCert accreditation

COMMUNICATION

Given the focus on customers and the requirement to work in a team, well-developed communication skills are essential to achieve the key responsibilities of this position. A willingness to listen and to provide and accept constructive feedback is important. A willingness to work collaboratively and to build and maintain positive working relationships through communication is also required.

JUDGEMENT & PROBLEM SOLVING

The person in this role is required to respond positively to changing circumstances and adjust plans and priorities to achieve the key responsibilities of the role. The ability to prioritise and manage multiple tasks in a busy environment is essential.

BUSINESS FOCUS

This position has both a customer service and logistical purpose. Consequently, there is a strong focus on the ongoing provision of a high standard of customer service and the ability to develop and use safe and efficient operational workplace practices.

WHS ACCOUNTABILITY

Your specific health and safety obligations and responsibilities include:

- taking reasonable care of yourself
- not doing anything that would affect the health and safety of others at work
- following any reasonable health and safety instructions from your employer
- maintaining safe work practices around people and plant.

DELEGATIONS

Not applicable.



DECLARATION

Position Description

I, _____, have read and understood, and I am in agreement with, the terms and conditions contained in the **Position Description**, as Customer Service Representative x Delivery Driver for the Company.

Signed: _____

Date: _____

Signed: _____

Date: _____

PHYSICAL DEMANDS ANALYSIS

Position: Delivery Driver x Customer Service Representative

Responsible Manager/Supervisor: Branch Manager or delegated officer

Assessment is to be based on an employee's average daily exposure to the tasks listed, with ratings as follows:

No Exposure = 0	Low Exposure 0 – 2hrs daily = 1
Medium Exposure 2 – 4hrs daily = 2	High Exposure 4 – 8hrs daily = 3

PHYSICAL REQUIREMENTS

WORKING CONDITIONS

Heavy Manual Tasks	3	Shovelling/Digging	0	CHEMICALS	.	PHYSICAL	
Light Manual Tasks	2	Pushing loads > 5kgs	2	Dusts	1	Inside Work	2
Repetitive Lifting	1	Pulling loads >5kgs	2	Liquids	1	Outside Work	2
Trunk Twisting	1	Frequent bending/ stooping	1	Mists / Fumes	1	High Temperatures > 38 degrees	0
Standing for extended periods	2	Sitting for extended periods	2	Gases/Vapours	0	Low Temperatures < 3 degrees	0
Kneeling for extended periods	1	Hearing above background noise	2	Odours	1	Operating Machinery	0
Extend arms for reaching	1	Walking on uneven ground	1	Working with Solvents	1	Working Near Machinery	1
Elevating arms above shoulder height	1	Walking for extended periods	2			Working at Heights	0
Climbing to access/ exit excavations	0	Colour Vision	2	BIOLOGICAL		Noisy Work Areas	1
Throwing	0	Depth Perception	0	Possible exposure to Hepatitis A, B, C	0	Vibration	0
Crawling	0	Balancing	0	Pesticide Spraying	0	Confined Spaces	0
USE OF PERSONAL PROTECTIVE EQUIPMENT		Fine Manipulation	0	Herbicide Spraying	0	Prolonged Driving (periods > 2hours)	1
Safety Boots/Shoes	3			Possible exposure to Tetanus	0	Working Alone	1
Dust Mask/ Respirator	0					Overhead Work	0
Protective Eyewear	0					Use of Computer for screen-based activities.	1
Ear plugs/Muffs	0			BIOMECHANICAL		Prolonged Sitting (periods > 1hour)	2
Hard Hat	0			Repetitiveness	1	Prolonged Standing (periods > 1 hour)	2
				Fatigue	1		

Document Control

Date	Rev	Pg	Description	By	Approved	Signature
Date	1.0	All	Created			
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