

Job Description for Logistics Assistant

Job Title:	Logistics Assistant
Report to:	Operations Director
Based at:	Banbury Head Office, Overthorpe Road, Banbury
Hours of work:	Monday – Friday 7.30am – 5.00pm Alternate Saturdays 8.00am – 12 noon
Job Purpose:	To provide support to the building and plumbing branches in the required capacity, to include driving, assistance in the Yard, Warehouse and on the counter and assistance in other areas of the business when required.

Driver Key responsibilities and accountabilities:

- Supervise the loading of the vehicle so that products are safely loaded and secured to minimise chances of damage.
- Ensure with Transport Manager/Branch Manager and Loader that the load is correct against the customers' orders.
- Ensure that on arrival the delivery is safe to make and respect customer's property; if in doubt, consult with customer and/or Transport Manager, and use disclaimers if necessary.
- Check goods off with Customers and obtain signature and print.
- If any errors mark ticket accordingly and consult with Transport Manager/Branch Manager or Sales Assistant as appropriate.
- Provide excellent customer service.
- Handle customer issues on delivery effectively and avoid getting over-involved in discussion. Contact Transport Manager/Branch Manager for assistance if required.
- Carry out multi-drop deliveries in a timely and safe manner.
- Drive the vehicle safely and in accordance with the law.
- Drive within the tachograph law and driver hours limits.
- Look after the vehicle and ensure that it is not subjected to any unnecessary damage.
- Maintain the cleanliness of the driving cab.
- To operate any vehicle mounted attachment safely and in accordance with the correct procedures.
- Comply with fuel directives from the Operations Department.
- Ensure accidents are kept to a minimum.
- Report any accidents as soon as possible and in compliance with the company's accident reporting procedure.

- Complete vehicle daily inspection sheet and give to Transport Manager/Branch Manager.
- Be aware of the vehicle inspection rota for servicing and MOT and bring to the Operations Department and Branch Managers attention if necessary.
- Attend essential training in order to carry out the driver role.

Yard & Warehouse Key responsibilities and accountabilities:

- Unload goods that have been delivered to John Nicholls in a safe manner.
- Check loads against delivery notes and check against customer orders on screen. If all tally up, book in, including the locations, and manually write out labels to put on the products (order numbers and description).
- Ensure all returns have a debit note and supplier return attached, and consult with the Branch Administrator if the relevant paperwork is absent.
- Items to return to be stored in the supplier returns bay awaiting collection.
- On returns collected by the supplier, attach debit note to signed copy from supplier and pass onto the Branch Administrator.
- Go through all returns with the Branch Administrator on a weekly basis, so that any outstanding items can be chased accordingly.
- Pick loads in accordance with delivery notes.
- Produce customer paperwork using the computer system.
- Load the delivery vehicles so that products are safely loaded and secured to minimise chances of damage.
- Ensure the load is correct against the customer's order.
- Make sure the warehouse is kept tidy at all times.
- Load customer vehicles safely.
- Unload supplier vehicles safely.
- Safely operate the forklift truck.
- Check supplier delivery notes against actual delivered goods received.
- Ensure all returns have a debit note and supplier return attached, and consult with the Branch Administrator if the relevant paperwork is absent.
- Items to return to be stored in the supplier returns bay awaiting collection.
- Assist the Yard Supervisor/Manager in day to day duties.
- Ensure the yard area and entrance is kept clean, tidy and safe at all times and ensure that goods are maintained appropriately.
- Responsible for delivering excellent customer service.

Counter Key responsibilities and accountabilities:

- To deliver branch sales and GP in line with sales and GP targets by actively selling and promoting company products.
- Contribute to achieving branch performance targets.
- To deal with customers both in person and on the telephone, taking orders and helping to resolve customer's problems, offering advice where possible.

- To negotiate with suppliers and monitor customer orders to ensure smooth delivery for customers and 100% satisfaction.
- To obtain quotes for stock items from suppliers to ensure most cost effective option.
- Audit quotations to ensure these are pursued and followed through.
- To ensure adequate stock levels on shelves and carry out stock checks when required.
- To assist with checking goods in and take action when required.
- To cash up at the end of the day when required.
- To maintain an up to date knowledge of products in order to deliver exceptional customer service.
- Support marketing campaigns and promotions to ensure the maximum benefit is gained.
- To monitor the general housekeeping of the counter and trade shop area and ensure that all company health and safety policies and procedures are adhered to.
- Adhere to all company policies and procedures, to include the Company Dress Code Policy, Standards of Performance Policy and Health and Safety Policy.

Skills, Experience & Qualifications:

- Must hold a valid UK drivers licence.
- Must hold a valid Counterbalance forklift licence.
- Must be able to drive a 3.5 tonne vehicle.
- Category C Class 2 licence is essential.
- Experiencing working in a yard and warehouse capacity.
- Experience of working with building and plumbing products in a sales capacity.

Name of employee..... Signed.....

Date.....

Name of Manager..... Signed.....

Date.....