**Job Description**

**Logistics Supervisor**

The responsibilities of the role are outlined below; however, these may be varied during the course of employment, and the Employee may be required to carry out duties as assigned to the Employee by the Employer that are consistent with the job title or position and responsibilities of the Employee.

**Key duties and responsibilities**

* Loading, transporting and delivering items to customers or businesses in a safe, timely manner
* Undertake viewings and collecting of donated goods
* Maintain and ensure a high level of customer service at all times, dealing with queries and complaints and escalating to the General Manager where appropriate. All complaints must be notified to the General Manager, even if successfully dealt with
* Abide by all transportation laws and maintain a safe driving record. Any driving offence which may result in a court appearance must be immediately reported to the General Manager. Any parking tickets must also be reported immediately
* Working out a delivery plan to ensure the shortest or best route to take or follow a route decided by management
* Unload the van at each delivery venue and transport the goods to the property entrance
* Prepare reports and other documents relating to deliveries
* Liaise with managers if the quality of goods for donation is of questionable quality
* Ensure the load is safe and secure, using ratchet straps/ropes and protected where necessary
* Ensure that the vehicle and goods within are secure and at all times
* Keep the van clean and tidy and carry out basic checks such as lights, brakes, fuel and tyres daily before journeys
* Report any accidents, injuries or vehicle issues to the General Manager immediately
* Supervise and take responsibility for the safety, support and training of the driver’s mate and trainee’s
* Ensuring compliance with all health, safety and legal requirements
* Any other duties as requested by the Employer

**Core competencies:**

* Enjoys working with people
* Being a team player
* Being a role model
* Taking responsibility for self and others under your guidance
* Using own initiative
* Good communication skills
* Good organisational skills
* Trustworthy and ethical
* Being adaptable and embracing change

**Employee Name: General Manager:**

**Employee signature: GM Signature:**

**Date: Date:**