JOB DESCRIPTION

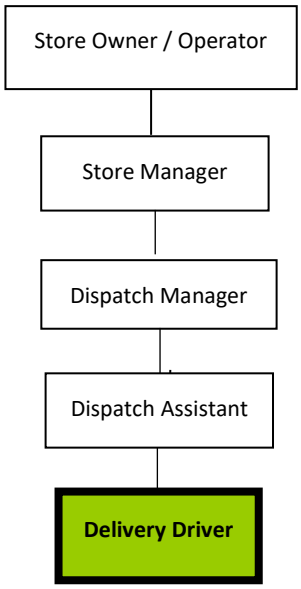
JOB TITLE	Delivery Driver
STORE	**GILMOURS TAURANGA**
DATE	2026
REPORTS TO	Dispatch Manager
PURPOSE OF POSITION	To ensure the accurate and timely delivery of orders to our customers. This role involves driving delivery vehicles, loading, and unloading goods, and providing excellent customer service in an efficient manner to ensure a positive customer experience.
STORE VISION	To be Tauranga's most trusted wholesale food & beverage partner. We work hard to earn the trust of our customers. Our customers know they can rely on us to do right by them. They prefer Gilmours for the certainty in what we do, and our integrity in how we do it. We make doing business with us easy for our customers because we understand that our business is only as strong as their business. Our customers' success is how we define our success. It's personal for us.
STORE VALUES	**Honesty -** We will always communicate honestly and openly with our customers, suppliers, and each other. We will deliver on our promises with integrity. **Respect -** We will be professional in our conduct with everyone, every day. **Customer Focused -** Our customers are the centre of all our decisions. We will always work with them in ways that will encourage long-term relationships. **Enthusiastic -** Our goal is to be acknowledged as the best place to work, and to do business with. We will always be willing to go the extra mile. **Health & Safety -** Our people are healthy, live with balance and go home from work safely every day.

ACCOUNTABILITIES	
OPERATIONAL	• Ensure all shipments/orders/invoices/credit notes are delivered or picked up in a timely manner and within the agreed standards. • Safely operate delivery vehicles to transport products to designated locations. • Assist with loading goods onto the delivery vehicle, ensuring items are securely packed to prevent damage during transit. • Unload goods at customer locations and ensure they are delivered in good condition. • Deal with all customer inquiries/complaints appropriately, professionally and in a timely manner. • "Go the extra mile" to provide outstanding levels of customer service. • Ensure exceptional levels of communication are maintained between yourself and customers. • Maintain communication with the Supervisor at all times through the appropriate use of a phone and any issued technology. • Correct and accurate use of company devices to ensure correct delivery to customers along with proof of delivery • Correct and accurate use of devices to process credits to customers • Maintain a high level of personal presentation, including wear and maintain the correct uniform at all times. • Pick/Pack orders and replenish stock as required. • Strive to achieve a high key performance indicators (KPIs). • Ensure all working areas and company vehicle are clean and organised. • Perform any ad-hoc task as directed.

	• Operate company vehicle in the most efficient effective way, including traveling the most efficient route.
FINANCIAL	• Ensure loss through breakages/ incorrect loading is minimised/ eliminated.
COMPLIANCE	• Follow all Health and Safety Policy, Food Safety Policy, Company Vehicle Policy, Mobile Device Policy, and compliance procedures in the store. • Adhere to all traffic laws and regulations while driving. • Company vehicles are not intended for personal use without seeking permission from Manager • Check that the vehicle you are driving is in legal roadworthy condition daily (COF, Registration, RUC are up to date). • Report any incidents or maintenance issues to the Manager immediately. • Ensure all relevant paperwork is filled out correctly and given to the admin team on time. • Ensure that all paperwork for Third Party Operators is completed. • Ensure all reports are completed on time, daily, weekly, or monthly. • Report all workplace incidents and accidents in a timely manner.
CULTURAL	• Follow any other reasonable instructions from managers and senior team members • Foster a culture of safety, respect, and professionalism within the team • Contribute effectively as a team member • Live the store values

ATTRIBUTES	
PEOPLE FOCUS	**WORKING WITH PEOPLE** • Is self -aware, approachable and mindful of their impact on others • Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner • Is outgoing and supportive; recognising and acknowledging the contribution of others • Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas • Listens and communicates openly and proactively • Adapts their style to build and maintain relationships with multiple stakeholders (other team members, suppliers, peers etc.)
CUSTOMER FOCUS	**MEETING CUSTOMER EXPECTATIONS** • Brings everything back to the customer; identifying and focusing upon their needs & expectations • Actively sets, monitors and maintains consistently high standards of customer service • Continuously makes improvements for customers; seeking input from other team members and customers to do so • Creates an environment that customers want to shop • Is responsive to feedback from all sources • Adopts a “service” mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business
CO-OPERATIVE CULTURE	**ADHERING TO PRINCIPLES AND VALUES** • Personally upholds ethics and Gilmours Tauranga Values and accepting nothing less from their team • Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, other team members, suppliers, colleagues) • Follows due process on all issues of compliance • Demonstrates a strong work ethic through their commitment to the store’s success, ownership of problems and self-discipline • Leads by example in terms of Gilmours Tauranga values, drive to succeed and positive outlook • Challenges appropriately while respecting the position of others

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL	EXTERNAL
• Owner/Operator • Store Manager • Dispatch Manager and Dispatch Administrator • Managers • Other Gilmours team members • Foodstuffs' support team	• Delivery drivers • Customer • Suppliers

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL	• Full Drivers Licence Class 2 • Physically fit and able to fulfil the requirements of the role • Good Command of written/ spoken English • NCEA Level 2 or 3
DESIRED	• Full Driver Licence Class 3 or 4 • Forklift Licence • NCEA Level 5 • Good basic maths skills • Unit standards 497, 167 & 168 • Customer service experience • Previous retail, wholesale or FMCG experience

SIGNATURE

I have read and understood this Job Description:

_____ _____

Signature Date