

## Job Description

Job Title: **Service Driver**

Department: Operations

Reports to: Depot Manager

### Core Purpose

To ensure all customers items and PHS products are delivered, collected on, in accordance with PHS procedures.

### Key Tasks

1. Ensure the company vehicle provided is maintained as per company procedures
2. Install, uplift and exchange PHS products and customer items as directed
3. Ensure all fixed routes are in order by communicating changes to your manager
4. Use handheld PDA as instructed and in line with PHS procedures
5. Respond to urgent customer requests as directed. This may sometimes involve working extra hours
6. Report all customer queries to the Customer Support team as they occur
7. Ensure debrief is completed at the end of each working day with your manager before leaving the depot
8. Occasionally cover for other members of the depot as directed. This may involve spending time in the depot/laundry rather than on the road
9. Occasionally demonstrate routes to new or existing Service Drivers
10. Ensure company processes and procedures are followed at all times
11. Observe and adhere to all Health & Safety regulations and procedures when carrying out your duties
12. Ensure housekeeping is of the highest standard to provide a clean and safe working environment on PHS and customer sites
13. Liaise and form good working relationships with your colleagues
14. Act as an ambassador for PHS by being polite, courteous and presentable at all times
15. Any other reasonable task as directed by your manager.

### Skills and Knowledge Required

- Good understanding of PHS operations, products and services
- Experience of delivering high quality service
- Methodical and logical way of working

- Ability to communicate effectively at all levels with individuals and groups
- Ability to learn new systems quickly
- Experience of customer service and providing solutions to problems
- Creative approach to problem solving
- Good driving and planning skills.

### **Additional Information**

This role may require some overnight stays as well as occasional weekend work. You may be expected to attend an advanced driving course.

### **KPIs**

- Customer signatures
- Route efficiency
- Completing routes on time
- No Accidents
- No Speeding
- Driving Behaviours (RAG)