

POSITION DESCRIPTION

Position Title:	Volunteer Driver
Location:	Engadine Office
Reports to:	Client Services Manager

PRIMARY OBJECTIVES OF THE POSITION

Reporting directly to the Client Services Manager, the primary objectives of this role are to:

- Provide safe, reliable and friendly door to door transport service;
- Assist clients as required ensuring they are looked after and feel they have received a caring and personalized service; and
- Observe Risk Management in all areas of work.

KEY RESPONSIBILITIES AND DUTIES

Reporting to the Client Services Manager, the Driver is responsible for the following duties:

Service and Communication:

- Drive allocated vehicles in a safe and timely manner;
- Assist clients as required, to and from vehicles;
- Resolve or escalate Client complaints;
- Provide Clients with product and service information;
- Identify and escalate priority issues; and
- Liaise with clients and Client Services Manager to provide exemplary internal and external customer service.

Vehicle, Driving, Maintenance & Administration:

- Undertake vehicle inspections before each rostered shift, in line with the organisation's procedures and complete required documentation;
- Maintain a clean and tidy vehicle at all times;
- Update log books and run sheets, at the end of each day/run, as per agreed format;
- Maintain a clear driving record and keep abreast with the current road rules;
- Notify office of any client needs or changes as required;
- Notify Schedulers of any discrepancies with transport runs or timeframes; and
- Notify Client Services Manager of any vehicle maintenance requirements, including reporting any damage or break down issues with vehicles.

EDUCATION, SKILLS, KNOWLEDGE AND EXPERIENCE

Education and Qualifications:

- Minimum Year 10
- NSW Drivers Authority
- Minimum LR licence
- Current First Aid & CPR;
- Manual Handling training, relevant to the role;
- No other formal qualification required

Skills:

- Safe and experienced driver;
- Well-developed written and verbal communication skills;
- Highly developed interpersonal skills, with a strong focus on provision of quality customer service;
- Excellent time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines;
- Well-developed people and relationship skills with proven ability to work in a team environment communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment; and
- Excellent administration skills including electronic communications, computer programs, numeracy/literacy and basic office administration.

Knowledge:

- Detailed geographical knowledge of the area including major local landmarks;
- Knowledge of the community sector and the general needs relevant to the clients, as they apply to the role;
- Ability to quickly learn the Activus Transport mobile phone, tablet and email processes;
- Knowledge of legislation, industry standards and best practices as it applies to the role; and
- Detailed knowledge or the ability to quickly acquire knowledge of the organisation's objectives, goals, policies and procedures.

Experience:

- Four (4) years of proven experience in a similar role or in a position with a similar skill set; and
- Proven experience within a customer focused environment.

SUCCESS MEASUREMENT:	
Area:	<ul style="list-style-type: none"> • The job is being performed to the required standards when:
Driving	<ul style="list-style-type: none"> • No violations are received • Vehicles are not damaged • Quality Client feedback is received
Maintenance	<ul style="list-style-type: none"> • Vehicle issues are reported to Client Services Manager. • Vehicles are clean at all times and fuel is topped up at the end of the day for the next driver as required. • Vehicle log information is accurate and current.
Client Feedback or Complaints	<ul style="list-style-type: none"> • Positive feedback is received from Clients. • Any Client complaints are resolved or escalated to Client Services Manager for resolution. • Complainant is satisfied with response/outcome.
Administration	<ul style="list-style-type: none"> • Adhoc administration duties are completed in an accurate and timely manner and to agreed standard. • Monies collected balances against receipts. • Monies collected are processed back to office in a timely manner.
System Knowledge	<ul style="list-style-type: none"> • Fully conversant with each vehicle. • Knowledge of TRIPS' run sheet format. • Fully conversant with mobile phone and email process. • Up to date with current road rules.
Behaviour	<ul style="list-style-type: none"> • Inter-personal skills demonstrate a desire to please clients. • Patient and caring when dealing with clients. • Cooperative and team orientated when working with colleagues. • Polite and respectful with inter office communication.
WHS	<ul style="list-style-type: none"> • All WHS policies and processes are adhered to. • Accidents or injuries, to either clients or Team Members whilst on duty, are reported to the Client Services Manager as soon as practicable.