

## POSITION DESCRIPTION



**POSITION TITLE:** Truck Driver

**LOCATION:** As per agreement

**REPORTS TO:** As per agreement

**DIRECT REPORTS:** N/A or as per role requirements

**PURPOSE:**

To assist the SPCA in the successful operation of the Op Shop Truck you have been designated to work in. Optimising use of the truck and promote the mission and good reputation of the SPCA.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Work co-operatively and successfully with team members	<ul style="list-style-type: none"> <li>• Completes work as directed in a timely manner.</li> <li>• Maintains a professional standard when dealing with all SPCA staff in stores, SPCA National Office and at the SPCA Centres.</li> </ul>
2. Ensures the truck is professionally operated.	<ul style="list-style-type: none"> <li>• Ensures exceptionally high standard of customer service is provided to all customers.</li> <li>• Collect and deliver any goods and donations as requested by the Call Centre or the Op Shop and Retail Area Manager in a timely manner.</li> <li>• Ensures all donors are thanked and treated respectfully when goods are donated.</li> <li>• Complies with all relevant laws when driving the truck.</li> <li>• Manages the day plan to ensure allocated jobs are completed when scheduled.</li> <li>• Ensures the truck is kept clean and maintenance issues are reported immediately.</li> <li>• Ensures appropriate levels of fuel are kept in the truck at all times.</li> <li>• Complete all administrative requirements and paperwork in an accurate and timely manner.</li> <li>• Completes any training required.</li> </ul>
3. Participates as a professional and constructive member of the Op Shop Team	<ul style="list-style-type: none"> <li>• Attends team meetings as required.</li> <li>• Contributes towards the achievement of strategic and operational goals of the SPCA.</li> <li>• Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.</li> </ul>
4. Volunteer Support	<ul style="list-style-type: none"> <li>• Ensures safety, support and wellbeing of volunteers working in your department.</li> <li>• Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner.</li> <li>• Professional in all interactions with SPCA volunteers.</li> </ul>
5. Ensures all health and safety requirements are met.	<ul style="list-style-type: none"> <li>• Ensures compliance with the <a href="#">Health and Safety Act 2015</a> by:                             <ul style="list-style-type: none"> <li>▪ taking reasonable care of your own health and safety and ensure that you don't cause harm to others</li> <li>▪ complying with all health and safety instructions, policies or procedures, including but not limited to;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ reporting incidents and unsafe practices as soon as they occur</li> <li>○ identifying risks, reporting them and taking appropriate action to mitigate them</li> <li>○ knowledge, and compliance of, emergency procedures</li> <li>○ completing mandatory training within the required timeframes</li> </ul>
6. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> <li>● Provides support and assistance to SPCA events and campaigns as requested.</li> <li>● Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.</li> </ul>

**INTERNAL FUNCTIONAL RELATIONSHIPS:**

- All SPCA staff and Management
- Volunteers and students

**EXTERNAL FUNCTIONAL RELATIONSHIPS:**

- Other Animal Welfare Agencies
- Members of the Public

**PERSON SPECIFICATION:**

***Qualifications and Experience***

- Full, clean driver's licence and ability to drive a large vehicle (truck)
- Experience in a similar role (transporting and handling goods)

***Skills and Knowledge***

- Sound computer skills including the use of e-mail, internet and Microsoft Office applications.
- Strong inter-personal skills, ability to build rapport with staff, stakeholders and volunteers.
- Effective decision making.
- Ability and desire to provide quality customer service
- Effective time management skills and planning ability

***Personal Attributes***

- A commitment to high quality work and professionalism.
- Highly organised with the ability to prioritise, multi task and meet expected deadlines.
- Ability to manage confidential information with responsibility and integrity.
- Ability to manage stress and handle emotional situations while retaining empathy.
- Excellent written and oral communication skills.
- Able to work autonomously, adaptable, has a can-do attitude
- Good physical strength, agility and fitness required

