

**ROLE PROFILE****CUSTOMER SERVICES LGV DRIVER**

<b>Reports To</b>	Transport Manager
<b>Department</b>	Driving Team
<b>Main Location</b>	JWS Waste & Recycling Services Limited Westport House, 35 Frederick Road, Salford, Manchester M6 6LD
<b>Main Duties/ Responsibilities</b>	<ul style="list-style-type: none"><li>• Understand and manage personal performance on a daily basis;</li><li>• Maintain confidentiality;</li><li>• Ensure customer service satisfaction and good client relationships;</li><li>• You will always work in a professional, hard working, reliable manner;</li><li>• Be a responsible representative of JWS and represent our interests at all times;</li><li>• You will always show respect to colleagues and clients;</li><li>• Provide effective feedback and input to Traffic Office team;</li><li>• Liaise between Operations, Traffic Office and Customer Service functions in providing the customer with best service practice;</li><li>• Each Driver will play a key role in ensuring compliance with the JWS policies and procedures and operating instructions are correctly applied and observe all the health and safety, site and security rules including the use of appropriate PPE at all times both on or off site. Report any non-conformance or near miss incidents as health and safety is of paramount importance;</li><li>• Vehicles must not be taken off route as this would constitute gross misconduct without the prior authorisation from the Traffic Office Management Team.</li><li>• Direct customer interface and the professional delivery of JWS service to our customers taking care to create a positive image when representing the Company;</li><li>• Comply with current driver legislation;</li><li>• Ensure that all loads have correct documentation;</li><li>• Keep vehicle exterior and interior clean and tidy;</li><li>• Handling any cash payment from customers, checking amounts are correct and keeping any payments secure until they are handed in at the weighbridge immediately on return to site with the relevant paperwork.</li><li>• Particularly ensure you are fully conversant with the current version of the JWS Collection Procedures and Drivers Handbook.</li></ul>
<b>Education and Experience</b>	<ul style="list-style-type: none"><li>• Experience of waste industry would be advantageous but not essential;</li><li>• Good standard of English;</li><li>• Knowledge of customer service principles;</li><li>• Good communication and listening skills.</li><li>• Applicable LGV licence (Class 2 Minimum);</li><li>• Driver CPC qualification;</li><li>• Good general standard of education.</li></ul>
<b>Key Competencies</b>	<ul style="list-style-type: none"><li>• Customer Service awareness – positive interaction with customers;</li><li>• Team player;</li><li>• Show good time keeping, attendance and have a professional attitude;</li><li>• Good observation, listening and communication skills;</li></ul>

	<ul style="list-style-type: none"> <li>• Problem analysis and problem solving;</li> <li>• High energy level;</li> <li>• Physically fit as this is a manual, physically demanding role;</li> <li>• Stress tolerance – ability to stay positive in a stressful environment, able to work and contribute effectively to the team;</li> <li>• Health and safety awareness is a key focus of JWS and all employees are expected to take responsibilities in this area very seriously;</li> <li>• A polite, cheery, friendly, tactful and positive manner;</li> <li>• Able to work and contribute effectively to the team;</li> <li>• The ability to handle difficult situations in a patient, calm and effective way.</li> <li>• Willingness to build a long-term relationship with the customer;</li> <li>• A professional approach to all legislative requirements;</li> <li>• The ability to be flexible, adaptable, decisive, quick-thinking and use own initiative;</li> <li>• The ability to handle difficult situations or complaints in a patient, calm and effective way;</li> <li>• Attention to detail and accuracy;</li> <li>• Ability to meet productivity targets;</li> <li>• Geographic knowledge of the area;</li> <li>• Willingness to undertake any training as requested or required by the Company, even if this involves a time commitment outside normal working hours.</li> </ul>
<b>Hours of Work</b>	<p>Because of the nature of the business, flexibility in hours of work is dictated by the requirements of the job.</p> <p>Actual daily start times and work allocation will be notified to you by the Traffic Office. After completion of the scheduled work you must make yourself available to the Traffic Office for any further work or to confirm the shift is finished.</p> <p>The <b>average</b> working week will be 48 hours.</p> <p>Actual hours each day and week will vary according to seasonal and customer demands but the average weekly working hours over a fixed 26 week reference period will be targeted at 48 hours.</p> <p>The working week will commence at 00:00 hours Monday morning and end at 24:00 hours Sunday each week. It is important to note that shifts may include weekend work as a matter of course. However, time off in lieu may be made available to the individual in the course of the normal working week.</p> <p>You are required to take breaks in accordance with the EU drivers' hours (Tachograph) rules. In most circumstances this will be a minimum of 45 minutes per shift. Such breaks will be unpaid and will not count in the calculation of worked hours.</p>