

## **Owner Driver/ Removalist ~ Container Truck**

Division: Wridgways  
Department: Customer Service  
Reports to: Customer Service Manager

### **Overall Purpose Of The Job**

To prepare, load and move household furniture and effects and commercial furniture and equipment between homes, commercial establishments and storage facilities in a safe and legal manner, whilst ensuring that all such activities enhance the Customer Service objectives of the Company.

### **Primary Duties & Responsibilities**

- Loading, unloading and positioning containers.
- Monthly container audits.
- Maintaining accurate location records.
- Control documentation and liaise with Administration Staff.
- Drives removal trucks or vans to/from customer residences, commercial establishment to collect/deliver items to be moved as instructed.
- Drives Forklift vehicle on site and customers premises.
- Packs and wraps items and cartons or crates to ensure safe transport or storage daily.
- Set up, pack, seal and identify cartons or crates daily.
- To apply and implement excellent customer service skills at all times.
- To adhere to the company's Quality Manual, Procedures and Work Instructions.
- Stows articles in vehicles to form compact loads, loading heavy items as base and using padding, ties, boards and straps to secure loads and prevent damage and breakage daily.
- Prepare inventories/condition reports and relevant documentation and check items against documentation during loading and unloading daily.
- Maintain vehicle in a neat and tidy condition daily.
- Collect payments and issue receipts daily.
- Load/unload household/commercial furniture into/out of storage facilities.
- Carry out regular vehicle/equipment checks as directed daily.
- Attend briefing/de-briefing to ensure that all Company and customer services, needs, complaints, comments are satisfied daily.
- Drive forklift when required daily.
- Carry out tasks and responsibilities within limits of authority as defined in Company Quality Policy Manual and Quality Procedures Manual daily.
- Know and apply our quality policy and all applicable processes and requirements of the quality system.

### **Skills Essential to the Job**

#### **Technical**

- The ability (and Driver's Licence) to drive all forklift vehicles.
- The ability (and necessary licence) to drive a truck of minimum 13.9 tonnes G.V.M.

- The ability to pack, wrap and load household effects to Company and Removals Australia standards.
- Good communication skills both verbal and written.
- The ability to supervise and direct assistant's work

### **Business**

- Forklift driving skills.
- Driving Skills.
- Customer Service.
- Prepack/Unpack.
- Basic 'vehicle' maintenance knowledge.
- Loading/Unloading.
- Stowing of storage consignments.
- Competent reading and writing skills.

### **Human Relations**

- Good communication skills.
- Ability to direct Offsiders, Drivers, Warehouse staff.
- Customer service skills

### **Qualifications Preferred**

**Secondary**      Year 10 or equivalent

**Tertiary/TAFE**

**Professional**    A.F.R.A. Accreditation

**Licences**        Class 3 - Vehicle, Forklift Licence

**Other**