

CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	Casual Driver
LOCATION:	Worthing Audi
DEPARTMENT:	Service/Sales
HOURS OF WORK:	As required
SALARY:	Commensurate with skills and responsibilities

MAIN PURPOSE OF JOB:

To clean customers' vehicles and assist other drivers with collection and delivery of vehicles.

1) MAIN WORKING RELATIONSHIPS:

1.1 Responsible to:

Sales/Aftersales Managers

1.2 Relationships with:

All branch staff and customers

2) OBJECTIVES AND KEY TASKS:

Personal Activities:

To collect and deliver cars as requested, ensuring that timekeeping of collection and delivery of customer vehicles is maintained to a high standard

To adhere to the 'No Smoking' policy when driving company/customer vehicles

To maintain a safe working environment – carrying out all COSHH and company Health and Safety procedures

To maintain cleanliness of 'courtesy' cars

To deal with customers efficiently and courteously

To drive company/customer cars in a safe and courteous manner and within the law

To manage own time effectively

To maintain an, 'acceptable' standard of dress and appearance at all times

To ensure all vehicles are 'secure' and, where possible, 'alarmed' when parked outside, with keys to be returned to Service Cabinet and locked inside

To assist in other duties as directed.

3) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post holder including any other duties commensurate with the post as requested Service Manager and also the Branch Manager.

4) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company policy and procedures.

5) HEALTH AND SAFETY:

Caffyns has an obligation under the Health and Safety at Work Act 1974 to provide safe and healthy working conditions.

All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

All employees must read and adhere to the relevant sections of the Caffyns Health and Safety procedure.

6) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

Created By: Paul Gilbert
Dated: 02.08.2016
Casual Driver

**Caffyns plc
Person Specification
Casual Driver – Worthing Audi**

QUALIFICATIONS

Essential

Full clean driving licence

SKILLS REQUIRED

Essential

Able to convey information clearly and succinctly whether verbal or written

Time management skills

Able to establish effective working relationships with varied personnel

Ability to work in a customer focused manner.

Can demonstrate the ability to carry out tasks within a set times.

Excellent telephone manner

Desirable

Self-prioritise workload according to the business needs

PERSONAL ATTRIBUTES

Essential

Commitment to Caffyns aims and objectives

Have a professional, smart appearance at all times

Efficient and well organised

Able to maintain confidentiality

Ability to sometimes deal with difficult, impatient or distressed people

Self motivated and able to work as a part of a team

Be able to work under own initiative

Desirable

Local knowledge of surrounding roads/area

Paul Gilbert

2nd August 2016

Casual Driver