

## Porter / Drivers mate

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Company: Ethero

Location: Branston, Derbyshire

Category: other-general

### Porter / Drivers Mate

Branston

#### Role and key responsibilities for Porter / Drivers Mate:

To deal with customer queries in a polite and effective manner, not leaving the customer until they are satisfied

Ensure the customer promptly receives their deliveries in excellent condition every time

Ensure that customers are kept informed of their estimated time of delivery and where issues occur the customer is kept informed at all times

Ensure all pre delivery checks are undertaken ensuring all required stock is on the vehicle for each customers' delivery

Assist in the loading of vehicles as and when required

Ensure the customer is happy with their delivery before leaving the customer's premises

Check all returns and collections are made and are correct

#### Minimum Requirements for Porter / Drivers Mate:

DBS check

Excellent communication skills both face to face and on the phone

Ability to build rapport with customers

Problem Solver Working to resolve customer problems at the point of delivery

Takes pride in delivering exceptional customer service

Be flexible in relation to shifts and duties with excellent timekeeping

Be smartly presented at all times and have excellent customer service skills and be detail focused

Must be willing to upskill to a driver in the future

Pay rate: £11.44 per hour

Overtime £17.16 per hour after 48 hours worked

Working hours:

Flexible between 5:30 -7:30am start time and an average of 9.5 hours per day.

Tuesday to Saturday

In return for Porter / Drivers Mate:

Pension scheme

Training and development opportunities including Customer Service training, management training programmes, management opportunities

Uniform

Free car park on site

This job is commutable from the following areas ;Burton on Trent, Swadlincote, Derby.

If you believe that your skills and experience match what we are looking for please submit your CV by clicking Apply Now and we will be in touch immediately.

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