**Job Description**

**Driver Supervisor Manager**

|  |
| --- |
| **Job Details** |

|  |  |  |
| --- | --- | --- |
| Reporting to: Area Manager |  | Date: 1st December 2013 |

|  |  |  |
| --- | --- | --- |
| Department: Operations |  | Location: Wokingham |

|  |
| --- |
| Responsible for: Driving  |

|  |
| --- |
| **Job Summary** |

Reporting to the Area Manager, the Driver Supervisor Manager will supervise the commercial drivers and administrate all related documentation and communications to ensure sufficient delivery and pick up services. They are also responsible for making sure all vehicle equipment is functioning properly and for reporting issues whenever there is a problem. The Driver Supervisor Manager is also responsible for overseeing vehicle cleanliness and safety and will fulfill various managerial roles such as hiring, training, evaluating, assigning duties and determining drivers' schedules. Whenever there is a customer service issue, the driver supervisor answers all customer questions.

|  |
| --- |
| **Key Responsibilities** |

* Assigning daily drivers to company vehicles and ensure proper start times are maintained
* Communicating daily with all drivers and providing assistance where required.
* Reviewing current day’s work to ensure all areas have been serviced
* Assisting in the training of drivers relating to policies and procedures
* Working in conjunction with the Area Manager to review all vehicle runs and routes
* Monitoring, investigate and document all driver performance activities
* Enforcing company operating procedures and all health and safety policies and procedures
* Remaining current in all health & safety legislation while participating in all health & safety training activities
* Any other reasonable task required by the company

**Key Skills**

* Good oral and written communication skills
* Ability to work to a high level of accuracy with particular attention to detail
* Excellent customer service skills and telephone manner
* Enthusiastic, efficient, well-motivated and a positive attitude
* Ability to organise and prioritise
* Ability to work as part of a small team
* Good product knowledge upon completion of in-house training
* Customer service or client management

|  |
| --- |
| **Confirmation** |

Please check that the above details are correct and sign below to confirm. Thank You.

**Job Holder:**

|  |  |  |
| --- | --- | --- |
| Name:  |  | Date:  |

|  |
| --- |
| Signature:  |

**Manager:**

|  |  |  |
| --- | --- | --- |
| Name:  |  | Date:  |

|  |
| --- |
| Signature:  |