

Job title: Driver  
Reporting to: Vice President of Operations  
Department: Operations

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### **Summary:**

The Mayhew Driver is primarily responsible for courteous and efficient transportation and delivery, while ensuring zero-damage product handling and accurate, up-to-date record keeping. The incumbent is continuously achieving complete client satisfaction to meet needs and expectations by executing favourable performance and communicating with all participants to ensure that optimal results can be achieved. The Driver is to ensure that work is being completed efficiently, while at the same time ensuring work is being handled in a professional and timely manner when transportation is occurring within specified destinations.

### **Duties & Responsibilities:**

- Treat all incumbents as an internal customer with integrity by understanding and satisfying their roles and responsibilities to provide exceptional service
- Use every communication opportunity to identify customer needs and expectations to other departments and vendors
- Contribute to team efforts by constantly identifying new opportunities or potentials to add value to the organization and helping others to achieve related job results
- Inspect and maintain vehicle supplies and equipment, such as gas, oil, water, tires, lights and brakes in order to ensure that vehicles are in proper working condition
- Load and unload trucks, vans or automobiles
- Obey traffic laws, and follow established traffic and transportation procedures
- Demonstrate the ability to reap and interpret maps and driving directions efficiently, and follow written and verbal geographical directions when necessary in order to plan the most efficient route service for clients
- Verify the contents of inventory loads against shipping papers
- Maintain accurate, up to date records on trip sheets, client transportation forms, vehicle maintenance, fuel purchases, incident reports, accident reports, vehicle condition reports and other records that are requested from supervisor/management
- Initiate response to both internal and external inquiries within twelve hours of receipt
- Report any mechanical problems/issues encountered with vehicles
- Maintain the assigned vehicle(s) clean inside and outside
- Coordinate the schedule for major or periodic vehicle maintenance with management and staff in order to minimize service interruptions
- Report delays, accidents or other traffic and transportation situations to head office or other drivers, using forms of communication such as telephones and mobile two-way radios
- Use and maintain the tools and equipment found on commercial vehicles, such as weighing and measuring devices
- Achieve complete client satisfaction by making realistic delivery commitments

- Achieve a target “zero” product damage by handling all product with care and efficiency
- Maintain efficiency by submitting delivery tickets and deficiency reports within twelve hours of completion
- Understand the seriousness of maintaining a safe working environment by following and continuously enforcing company health and safety standards

**Qualifications:**

- Minimum **five** years of transportation/driving experience
- Required to have, as a minimum, a clean **Class DZ** driver’s licence
- High School Diploma or equivalent
- Strong organizational and time management skills
- Excellent communication (written and verbal) and interpersonal skills
- Consistently handles multiple job duties in an efficient manner