

JOB DESCRIPTION FORM	
Job title:	Courier/ Driver and Messenger
Division/Department:	Corporate Services Patterson Grade:
Date Prepared:	Oct-17
Overall Purpose of the Job:	The position will provide support to the organisation in relation to the delivery and collection of documentation and the transport of visitors and employees as and when required. In addition the position will provide support to the organisation by assisting with administrative/clerical duties, i.e. photocopying, faxing, binding, etc.
Position Size Parameters:	<i>No direct reports</i>
Organisation structure and Reporting Relationships:	Reports to: Manager: Facilities and Security
Qualifications	<ul style="list-style-type: none"> • Grade 12 • A valid driver's license • 1 year relevant experience Code 08 driver's license with excellent driving skills • At least two years' courier experience, preferably with a freight company • Basic office administration skills • Good knowledge of routes, suburbs and cities • Basic mechanical functioning of vehicles • Ability to read maps • Ability to remember names and addresses • Planning, organising and prioritising • Good memory • Good communication skills – verbal & written
Internal and External Relationships/Contacts:	Relationship with other departments, managers and staff Relationship with external clients
Key Performance Areas:	Finance Objectives <ul style="list-style-type: none"> • Monitors and reports on performance against targets
	Customer Objectives: <ul style="list-style-type: none"> • Confirm the deliveries and collections with the depot by telephone • Collect visitors, Board members, employees from various locations and deliver to desired venue • Adhere to policies and processes set out • Comply to JOSHCO dress code by always wearing clean uniform, portraying a professional image at all times • Maintain professional interaction when communicating to JOSHCO

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	customers, both internal and external and in accordance with JOSHCO standards	
	Operational Objectives: <ul style="list-style-type: none"> • Discuss day's delivery/collection plan with Administrators / Executive • Plan route • Sort the delivery notes into order of delivery • Load the vehicle with the listed goods • Deliver and/or collect items from businesses or private homes • Obtain signatures for delivered items • Unload, sort & deliver collected items internally • Keep a record of deliveries made • Keep the vehicle clean and in good working order 	
	People Objectives: <ul style="list-style-type: none"> • KPA's are understood and achieved • The values of JOSHCO are understood and lived • Performance is constantly improved • New developments in the industry are understood and embraced 	
Key outcome	Key result area	Key performance indicators
Courier	Effective route planning	<ul style="list-style-type: none"> • Deliver post and documents to other Departments to ensure that mail is distributed • Conduct work activities, i.e. all collections and deliveries without spending more money than has been allocated for the day (operate within budget allocated for all collections & deliveries effectively minimising costs according to agreed targets)
	Action all collections & deliveries	<ul style="list-style-type: none"> • Collect mail from Post Office • Complete all collections and deliveries in a timely manner and according to schedule • Distribute collections to applicable department/individual in a timely manner • Complete and sign off all relevant documentation on collections and deliveries • Deliver outgoing mail to the Post Office • Assist with moving of old files to archive • Assist with document filing duties
	Transporting Board members/employees	<ul style="list-style-type: none"> • Safely transport employees to desired destinations within agreed time frame and along best planned route

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	Mailing	<ul style="list-style-type: none"> • Daily posting of mail for the Finance and IT Department • Ensure all mail has the correct amount of stamps before mailing • Daily distribution of mail to the relevant employee/department 	
Key Competencies	GENERAL and SPECIFIC SKILLS: <ul style="list-style-type: none"> • Communication • Relationship Management • Teamwork • Facilitation • Conflict Management • Deadline driven • Excellent interpersonal skills • Excellent written and verbal communication • Customer service • Drive and integrity • Administration • Minimum supervision 	TECHNICAL KNOWLEDGE AND SKILLS <ul style="list-style-type: none"> • Communication skills • Listening skills • Call centre training 	ATTRIBUTES <ul style="list-style-type: none"> • Emotional control • Persuasion • Assertiveness • Interpersonal Skills • Attention to detail • Adaptability and flexibility • Situational sensitivity • Innovative and proactive nature
Agreed by Job Holder	<i>Name printed</i>	Signature:	
Approved by Immediate Line Manager	<i>Name printed</i>	Signature:	
Approved by Divisional Executive or CEO	<i>Name printed</i>	Signature:	
<p>No job description can be all embracing. The above statements are intended to describe the general nature of work being performed by incumbent. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. In addition, if required, a job holder may be allocated to other temporary duties, provided these are in keeping with his/her status and experience.</p>			