



TPS Van Sales Driver

Role Profile

Job purpose

To deliver and collect parts efficiently – maximising accuracy and minimising damage. Develop and maintain outstanding relationships with customers. Leverage these relationships to sell additional products and meet van sales targets.

Key responsibilities

Deliveries

- Check orders to be delivered with the invoice – deal with any anomalies and advise the Warehouse team
- Ensure all parts on the invoice are loaded efficiently and effectively onto the delivery van
- Complete the van sales delivery logs & whiteboard fully and accurately
- Gain authorised signatures and printed names from customers for all parts delivered
- Ensure that receipts or payments are received for all parts delivered
- Work with other TPS colleagues to facilitate the efficient delivery of parts
- Drive in a safe and courteous manner within the law, at all times ensuring that the Driver Behaviour guidelines are followed
- Return cash credits to customers in line with current process found in the Operations Manual

Customer

- Have a full understanding of the TPS Brand Values & USP to professionally represent the TPS Brand
- Provide the highest levels of customer service by providing a knowledgeable, courteous, responsive and efficient van delivery service
- Work with all departments to provide a consistent excellent customer service experience
- As the face of TPS maintain a professional and smart appearance at all times (including your delivery vehicle)
- Always act in a courteous and professional manner
- Report any customer complaints to the Sales Manager
- Check that all parts delivered match with the customer invoice
- Plan the most direct routes to meet customer requirements – share these with the TPS team taking into account the delivery reference and customer priority
- Deliver and collect parts in an efficient and timely manner



Sales

- Achieve own sales targets through building excellent customer relationships
- Keep up to date with current and future promotional campaigns and offers and share marketing messages/ promotions with customers on delivery route
- Feedback to the Sales Manager any potential sales information gathered on the delivery runs (e.g. opening of new a Bodyshop, garage etc.)
- Seek additional sales opportunities and work with TPS sales colleagues to exploit them
- Ensure all van sales are logged on the appropriate systems

Systems and processes

- Ensure compliance with business standards and processes, financial, legal and ethical guidelines
- Handle all cash, cheque payments securely and in line with the cash handling policy
- Report any accidents or incidents immediately to the direct line manager (Warehouse Supervisor/ TPS Centre Manager)
- Ensure that vans are maintained in a clean and roadworthy condition before each delivery run, that tyres and levels are checked regularly and that required services and repairs are arranged as per the TPS guidelines as outlined in the Operations Manual
- Economise on fuel costs where possible by finding the cheapest fuel price options available.
- Maintain driver's log accurately and legibly
- Maintain the van mobile phone to enable the TPS Centre to contact as required and adhere to the safe driving guidelines as outlined in the Operations Manual
- Adhere to the manual handling guidelines as outlined in the Operations Manual
- Correctly adhere to Vehicle Payloads
- Ensure personal protective equipment are correctly used and stored

Other

- Assist with picking parts where required by the Warehouse Team
- Assist with Perpetual Checking of Stock where required by the Warehouse Team
- Ensure the Centre is kept tidy and free from rubbish
- Utilise training courses via learning services to continually develop and maintain skills to efficiently and effectively perform in your role



Key competencies

- Genuinely TPS
- Customer Experience
- Managing Self
- Operational Effectiveness

Experience and knowledge

- Holds a current and full clean driving licence
- Excellent customer handling skills – able to build strong relationships
- Strong desire to succeed and exceed allocated sales targets
- Good communication skills
- Ability to work in a small team, as well as on own initiative
- Knowledge of local area
- Experience of selling through building strong customer relationships
- Ability to lift and carry heavy items
- Honest disposition due to cash handling responsibilities

Additional Investor Responsibilities

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Name:

Signature:

Date: