

## **SCHEDULER**

### **Role Purpose:**

To undertake the Operations Driver Management process within the Panda group, ensuring that agreed service levels are achieved for all our customers and managing the customers' expectations through your ability to manage your drivers/helper's.

### **Role Context:**

The Operations Driver Management role works as a vital part of support to all other centralised departments, scheduling, admin, customer service etc. to ensure the customers' expectation can be fulfilled efficiently on a daily basis.

### **Principal accountabilities include:**

- Ensuring all Drivers and Trucks are out on time daily.
- Monitoring Routes throughout the day ensuring all vehicles are reporting back to the depot and capturing expected data.
- Analyse monitoring data to ensure results are as expected
- Log anomalies with 3rd party provider and expedite same to closure
- Updating daily rosters.
- Liaise with crews for ad hoc work as it occurs
- Continuous communication of all relevant updates to the whole scheduling department.
- Answering occasional out of hours Emails and calls.
- End of day debriefing drivers, Answering and Rectifying all Driver queries
- Printing afternoon dockets and Manifests.
- Checking previous evenings manifest for issues that can be solved within 24hrs
- Dealing with breakdown and drivers issues effectively
- Documenting all accidents, incidents and Breakdown with correct reports/forms or procedure.
- Answering internal and external e-mails with urgency.
- Liaising with other department to complete the service loop correctly, in a timely and consistent manner.
- To be prepared to work in a flexible multi skilled environment



- Work as part of a team with a positive attitude
- Flexibility from your designated work patterns will be required
- Assist management with route optimisation through route analysis
- Ensure all routes are verified and signed off as completed by system and crews
- Managing the workload and resources available to provide “industry standard” customer service
- Ensure sufficient resources are available to carry out next-day tasks efficiently
- Monitoring workload to avoid over commitment and communicate with CSU regarding acceptance of orders
- Update call centre with route progress/issues periodically throughout the day
- Assess service levels continuously and ensure achievement of 98% or higher performance to schedule.
- Support scheduling team’s goal of ensuring all scheduled work is completed on the day
- Engage with crews over to phone to assist their progress through the day when required

#### Skills Required

- Professional communication skills through e-mail or phone.
- Customer Focused
- Good organisational skills
- Good computer skills
- Ability to work in team environment
- Excellent people skills
- Proven ability to perform and remain calm under pressure
- Flexibility – the ability to respond to different tasks in other areas of the working environment

