

## JOB DESCRIPTION

<b>Incumbent Name:</b>		<b>Emp No:</b>	
<b>Job Title:</b>	Driver/ Messenger	<b>Position Type:</b>	Fulltime
<b>Department:</b>	Operations, Risk Management & Corporate Services	<b>Salary scale:</b>	Band 2
<b>Location:</b>	FCCC Suva Office	<b>Region</b>	Central/Eastern
<b>Directly Reporting To:</b>	Manager Operations, Risk Management & Corporate Services	<b># of Reports:</b>	N/A

### Organisation Summary

The Fijian Competition & Consumer Commission (FCCC) is an independent statutory body established under Section 7 of the FCCC Act 2010 that promotes effective competition and informed markets, encourages fair trading, protects consumers and businesses from restrictive practices, controls prices of regulated industries and other markets where competition is lessened or limited.

### Purpose & Nature of the Role

The Driver/ Messenger will be responsible for safely and efficiently transporting individuals, documents, and packages to their designated locations. The position requires excellent driving skills, a strong sense of responsibility, attention to detail, customer service skills, and good communication abilities. The Driver & Messenger plays a crucial role in ensuring the timely delivery of items and maintaining a positive image for the organization. The Driver/ messenger will be required to assist the Fleet/ Properties Officer in managing the organization's vehicle fleet. This includes performing regular inspections, reporting any issues promptly, and ensuring vehicles are well-maintained and safe to operate. The Driver/Messengers ensures smooth running of transportation activities of the Commission.

### Key Result Areas (KRA's)

- Vehicles effectively and efficiently utilized, maintained, and tracked.
- Safe and timely transportation of individuals, documents and packages to their designed locations without compromising on safety standards  
Timely renewal of the Vehicle registrations.
- Assisting in the maintenance and upkeep of the organization's vehicle fleet, including performing regular inspections, reporting issues promptly, and ensuring vehicles are clean, well-maintained, and in good working condition
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- Cost and Effective operations of Fleet.

- Timely Reports and Reviews
- Proper record keeping of all transportation activities
- Complying with all relevant policies, procedures, and traffic regulations to ensure legal and ethical adherence during transportation activities.
- Being prepared to handle emergencies or unforeseen circumstances during transportation, such as accidents, breakdowns, or medical emergencies
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## **Key Accountabilities**

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### **Transportation:**

- Safely and responsibly operate a vehicle to transport individuals, documents, packages, or other items to various locations.
- Follow traffic rules and regulations to ensure the safety of passengers, pedestrians, and other road users.
- Plan routes efficiently to minimize travel time and optimize delivery schedules.
- Load and unload items, ensuring their secure placement in the vehicle.

### **Delivery and Collection:**

- Deliver documents, packages, or other items to designated recipients accurately and within specified timeframes.
- Collect and pick up items from assigned locations promptly and ensure their secure transportation.
- Verify the accuracy of deliveries and obtain signatures or documentation as required.
- Handle sensitive or confidential materials with discretion and maintain confidentiality throughout the delivery process.

### **Vehicle Maintenance and Inspection:**

- Perform regular inspections of the assigned vehicle, ensuring it is in proper working condition.
- Report any mechanical issues, damages, or accidents to the appropriate authorities and follow established procedures.
- Maintain cleanliness inside the vehicle, ensuring a professional and presentable appearance.
- Coordinate with all department managers to determine transport requirements and schedule transport to meet them.

**Communication and Customer Service:**

- Communicate effectively with clients, colleagues, and supervisors regarding delivery schedules, changes, or delays.
- Provide excellent customer service by addressing any concerns or inquiries promptly and professionally.
- Maintain a courteous and respectful demeanor while interacting with clients and colleagues.

**Documentation and Record-Keeping:**

- Keep accurate records of deliveries, including dates, times, recipients, and any relevant information.
- Complete necessary paperwork, such as delivery manifests or logbooks, in a timely and accurate manner.
- Submit required reports or documentation to the appropriate departments or supervisors.
- Assist with assessments of transportation resources and infrastructure, and the contracting of transportation assets.
- Assist with in the coordination of the movement of vehicles and other transportation assets.
- Keep documents current such as registration, insurance, vehicle logs, daily inspection reports, etc.
- Perform any other work-related duties and responsibilities that may be assigned from time-to time by management.
- Ensure all Occupational Health & Safety procedures are followed according to the Health & Safety at Work Act 1996 while carrying out hazardous work outside or within the Office Premises.
- Any other duties that may be assigned by the supervisor within the scope of the Driver/ messenger role.

**Key Performance Indicators (KPI's)**

- Refer to Annual KPI set every financial year

**Qualification**

- Valid Group 2 Driving License and Defensive Driving Certificate.
- Clear driving record and Strong negotiating skill.

**Knowledge and Experience**

- Minimum 2 - 5 years' experience in driving.
- Proven experience as a driver, messenger, or in a similar role.
- Excellent knowledge of traffic rules, regulations, and safe driving practices.
- Familiarity with local roads, routes, and areas.
- Strong attention to detail and ability to follow instructions accurately.
- Effective communication and interpersonal skills.
- Ability to handle time-sensitive tasks and meet deadlines.

- Physical fitness and the ability to lift and carry packages or items of various weights.
- Professionalism, reliability, and a positive attitude.

### Skills and Abilities

- Recognized ability to work as part of a team.
- Significant experience in fleet management and / or logistics.
- Understanding of policies and procedures governing the management of motorized assets and the contracting of transportation services.
- Valid driver's license and clean driving record.
- Strong negotiating skills.
- Demonstrated rational and logical thinking; ability to creatively and quickly find solutions to problems.
- Proven ability to manage personnel, delegate, and follow-up; must be able to "multi-task".
- Experience managing inventories (e.g., asset and spare part stock management).
- Fluency (writing, reading, speaking) in English.
- Computer experience: Windows systems, MS Word, and MS Excel.

### Risk and Compliance

- Comply with FCCC's work policy (Human resource policy and relevant Standard Operating Procedures).
- Compliance with Land Transport Authority 1998 and all relevant laws
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- Enforce vehicle policy in the FCCC Finance Manual and Fleet Management SOP.

### Key Challengers / Success Factors

Not Applicable

### Internal / External Relationships

#### Internal

- CEO, GMC, All Managers
- All staffs

#### External

- Land Transport Authority ; and
- Relevant stakeholders & Other relevant Government Ministries and local Institutes.

### Authority Level

#### Financial Authority Level

Not applicable

### Human Resources

Through the Human Resources Self Service Portal (myHRhub), you are required to manage your personal details together with Leave Management, while ensuring the Organisational Human Resources Policies are followed at all times.

**Proviso**

The Job Description and KRA's in this contract with a view that upon review at any time within the contractual period engaged with FCCC, it can be altered, changed or extended with added responsibilities. Any such proposed changes will be in consultation with the concerned staff, Department Manager and Human Resources.

**APPROVAL and ENDORSEMENT**

<b>Name of Incumbent</b>	<b>Date:</b>	<b>Signature:</b>
<b>Name of Department Manager</b>	<b>Date:</b>	<b>Signature:</b>
<b>Manager Human Resources Name</b>	<b>Date:</b>	<b>Signature:</b>

**Note:** *These responsibilities are not exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work environment, including technological requirements or statutory changes. Such change may be initiated as necessary by your manager or General Manager and will be discussed with you.*