Job Description

Job Title:

Supervisor/Driver

Responsible To:

Franchisee/Manager

Overall Objectives:

Working as a team leader to achieve the maximum coverage of lawn cutting and other services to nicenstripy standards and providing an excellent standard of customer service.

Main Responsibilities:

1. To treat all nicenstripy employees with respect and to assist in their development, in product knowledge, practical skills and above all self-confidence. To assist in the deployment of equipment to each employee and to supervise staff at all times.
2. To maintain sufficient product knowledge, enabling confident communication with potential and existing customers.
3. To gain knowledge of new service developments, proposing changes when necessary.
4. To meet and arrive at the customer premises at the appointed time.
5. To work under the direction of your franchisee/manager carrying out any duties requested in a cheerful and polite manner.
6. To provide a courteous and efficient service to customers, treating each customer in a pleasant and helpful manner, using discretion when necessary.
7. To communicate, clearly and concisely, with customers, whilst work is being carried out, keeping them informed as to the progress of their job at all times.
8. To offer advice and recommend products/services to customers, when required, in an effort to maximise sales and improve customers lawn areas.
9. To advise customers on the range of services/products on offer from time to time.
10. To maintain a high standard of personal hygiene, presenting a neat and well‑groomed appearance, adhering to nicenstripy standards of appearance including the use of corporate apparel each and every day.
11. To ensure compliance with all nicenstripy rules, regulations and procedures.
12. To ensure compliance with all legal and statutory requirements with particular reference to Health and Safety regulations. In particular, the use of safety glasses provided by your Employer must be worn at all times when cutting or strimming grass together with any and all PPE.
13. To learn and observe the correct method of handling all equipment within the business, to ensure all Health & Safety regulations are met.
14. To keep proper records of all customer visits completed and be totally accountable for all monies collected from customers, including issuing signed receipts, and ensuring that the required confirmation of payment is provided to your Manager in an efficient manner. **You accept that you become personally liable for any monies that are mislaid or stolen.**
15. To promote the nicenstripy name at all times in a professional manner and to attract new customers whenever the opportunity occurs.
16. To assist in all marketing activities your Manager requests from time to time.
17. To maintain any vehicle provided by nicenstripy, from time to time, in a clean and tidy condition at all times both inside and out and to check the coolant, oil and tyres on a daily basis.
18. To regularly check and maintain all equipment, tools and vehicles to ensure they are kept in good working order (minimum 3 times each week). This maintenance includes ensuring oil (where applicable) is kept to the correct level at all times.
19. To work as a team member to maximise the quality of service delivery to each and every customer.
20. Provide correct and proper records of all transactions where the £5.00 float is used, providing your Manager with VAT receipts and balanced accounts at the end of each and every week.

Standards Of Job Performance

1. Punctuality and reliability, ensuring a good attendance record.
2. A consistently keen attitude towards work.
3. A high standard of customer service is maintained.
4. All documentation neatly and accurately completed.
5. High standards of cleanliness are maintained including personal hygiene.
6. No breach of Health and Safety or other regulations, which may result in formal action from a statutory authority.
7. Carryout any and all duties as requested by your Manager from time to time in a cheerful and polite manner at all times.
8. No smoking on customer premises or in company vehicles at any time.
9. No alcoholic beverages or other substances taken during the working day.
10. Equipment must be maintained in good order, stored safely and be secure from opportunist thieves at all times.