

JOB SPECIFICATION



Position: WEIGHBRIDGE OPERATOR

Company History

Founded in 1945, Pat Munro (Alness) Ltd is a privately owned company consisting of the following operational divisions:

- Quarry Products
- Construction – Civil Engineering, Utilities, Building & Surfacing
- Property and Development
- Waste Services
- Haulage and Plant Hire

Based at Caplich Quarry in Alness, the company currently employs in excess of 170 personnel and operates out of several further facilities; Quarries in Dornoch, Strathroy and Tomatin; Concrete Plants in Inverness and Elgin; and a Waste Transfer Station in Inverness.

Position

This is a **temporary, full-time** position working within our Quarries Department.

The position is based at our Dornoch Quarry and will report to the Commercial & Technical Manager. You will be responsible for the distribution of the company goods, that orders are satisfied correctly whilst ensuring customer satisfaction at all times.

Principal Job Responsibilities

- Weighbridge Operator – to issue work to drivers, maximise vehicle earnings, correctly fulfil orders, correctly record delivery on Weighbridge software system. Essentially, “working on today”
- Check on suitability of vehicle and drivers for assigned tasks
- Print and issue necessary loading tickets, weighbridge tickets, and ensure signed paperwork is returned
- Operate Weighbridge software system for all other sales / transactions
- Monitor and record Red Diesel Fuel use
- React to changes throughout the day and adjust schedules to meet customer requirements – after taking advice from the Scheduler or, if unavailable, the next available person higher up the Organogram
- Ensure effective communication with all colleagues.
- Customer Satisfaction – ensure customer satisfaction and report any complaints to the relevant person and also record on the company's defect reporting system
- Deal with cash sales, process cash & card payments for those without a credit account
- Handle incoming telephone calls to the quarry department, distribute to the relevant staff accordingly and take / pass on messages when applicable
- Undertake administrative tasks when required.

The above list is not exhaustive.

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Applicant

Personal attributes and skills will include: -

Skills

- Computer literate and have the ability to work with Load Lines and the Weighbridge Database System
- Communicate in an assertive but friendly manner
- Communicate using all forms of media and have professional customer service skills
- Interpret and act on information given
- Verbal communication and influencing skills

Knowledge

- Weights, Measures and Trading Standards legislation
- Product knowledge
- Company policies and procedures including Health and Safety
- How other departments work
- Haulier rules and rule book and understanding their needs

Attitude

- Professional manner
- Morally responsible
- Act responsibly and professionally
- Communicate effectively, being both positive and honest
- Customer focused
- 'Can do' attitude
- Willingness to comply and proactively implement instructions given
- Friendly and open, having an inclusive approach
- Proactive
- Identify possible selling opportunities
- Open and fair minded
- Take responsibility seriously

Working Hours

The standard working week consists of the following:

Mon-Fri 07:00 - 17:00

With appropriate breaks, breaks will need to be coordinated with other members of staff to ensure cover at the front desk.

Remuneration

Proposed salary is **£negotiable**. Wage reviews are conducted annually.

Probationary Period

The company operates a standard 3 month probationary period, during which either party have the right to immediate termination of employment.

Holidays

Annual holiday entitlement is 30 days (for full-time positions) which is inclusive of recognised public holidays. You are required to reserve a specified amount of your annual holiday entitlement to cover the annual Christmas and New Year shutdown period. This is normally 10 days.

PMA will endeavour to grant holidays out with the fixed dates, where possible, subject to operational requirements. Minimum notice periods will apply to such requests.