

## MOTORCYCLE RIDER JOB DESCRIPTION.

### OVERALL RESPONSIBILITIES

- ❖ Delivery Rider ensures that everything runs smoothly by coordinating with customers through excellent customer experience when delivering goods and parcels to them in a professional way.
- ❖ The delivery rider will pick up and drop off items while adhering to assigned routes and time schedules. The delivery rider should be willing to work as part of the delivery team in order to ensure that the items are complete, packed correctly, and safely delivered to the correct client.
- ❖ The delivery personnel will represent our company in a professional manner by being branded throughout to market and increase customer satisfaction.
- ❖ Reviewing orders before and after delivery to ensure that orders are complete, the charges are correct, and the customer is satisfied.
- ❖ Procedural documenting the orders in the manual registers.
- ❖ Loading, transporting, and delivering items to clients or businesses in a safe, timely manner.
- ❖ Assisting with loading and unloading items from vehicles.
- ❖ Providing excellent customer service, answering questions, and handling complaints from clients.
- ❖ Adhering to assigned routes and following time schedules.
- ❖ Abiding by all transportation laws and maintaining a safe driving record.
- ❖ Preparing reports and other documents relating to deliveries.
- ❖ Ability to repair a simple breakdown of the motorbike/Vehicle.
- ❖ Prioritizing urgent and important orders.
- ❖ Payment collection and handing over to the respective personnel for banking purposes.

### REQUIREMENTS AND SKILLS

- ❖ Proven working experience as a Delivery **Rider** and a **Driver** will be an **added** advantage.
- ❖ High school certificate.
- ❖ Valid professional driver's license with a motorbike endorsement.
- ❖ Geographical knowledge of the town and of delivery routes
- ❖ Outstanding organizational and multitasking abilities
- ❖ Active listener with excellent communication skills, high level of accuracy and attention to detail.
- ❖ Good driving record with no traffic violations
- ❖ Ability to lift heavy weights
- ❖ **Excellent** customer service skills.
- ❖ **Flexible** in working hours
- ❖ Ability to work on holidays or on call.
- ❖ Flexibility to work different days, schedules, hours, come in early, stay late as per the business needs.
- ❖ Comfortable driving in all weather conditions during day or night hours

Applications to be shared via : [careers@eastleighpharmaceuticals.com](mailto:careers@eastleighpharmaceuticals.com)

Location-Nairobi & Meru

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Urgent!