

Delivery Driver Assistant Job Description

A comprehensive job description template
for Australian logistics and transport businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and logistics industry practices at the time of publication. You should review and tailor this template to suit your business, operation type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	4
4. Qualifications and Requirements	5
5. Working Conditions	5
6. Award Information	6
7. Expected Behaviours	6
8. Application Process	7

1. Position Overview

1.1 Position Title

Delivery Driver Assistant / Delivery Offsider / Truck Assistant

1.2 Position Summary

The Delivery Driver Assistant supports delivery operations by assisting with loading, unloading and delivery of goods to customers. This role involves physical handling of freight, customer interaction, delivery documentation and ensuring safe transport practices are followed.

The position requires physical fitness, reliability, good communication skills and a commitment to safety. The assistant works alongside a delivery driver to ensure efficient and professional delivery service to customers.

1.3 Reporting Structure

This position reports to:

- Delivery Supervisor / Transport Manager
- Operations Manager
- Lead Driver / Delivery Driver (during deliveries)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Loading and Unloading

- Assist with loading goods onto delivery vehicles in a safe and secure manner
- Secure loads using straps, blankets and other restraint equipment
- Unload goods at customer delivery locations
- Use appropriate manual handling techniques to prevent injury
- Operate hand trolleys, pallet jacks and other material handling equipment
- Check goods for damage before and after transport
- Stack and organize loads for efficient delivery sequence

2.2 Delivery Assistance

- Accompany driver on delivery routes
- Navigate to delivery locations and assist with route planning

- Position goods in customer premises as directed
- Remove packaging and debris as required
- Assist with assembly or installation if required
- Collect return items or packaging materials

2.3 Customer Interaction

- Provide professional and courteous service to all customers
- Verify delivery details with customers
- Answer basic customer queries about deliveries
- Report customer concerns or complaints to supervisor
- Maintain a positive company image during customer interactions
- Handle customer property with care and respect

2.4 Documentation and Administration

- Obtain delivery signatures and proof of delivery
- Complete delivery paperwork accurately
- Record any delivery issues, damages or shortages
- Assist with daily vehicle checklists and reports
- Maintain records of delivery times and locations
- Use handheld devices or apps for delivery tracking

2.5 Vehicle Safety and Maintenance

- Conduct pre-start vehicle safety checks with driver
- Report vehicle defects or mechanical issues
- Assist with basic vehicle cleaning and maintenance
- Ensure vehicle is properly secured when unattended
- Check load security during transit
- Follow all traffic management and safety procedures

2.6 Navigation Support

- Assist driver with navigation and route planning
- Monitor GPS systems and delivery schedules
- Identify access issues or delivery constraints
- Contact customers to confirm delivery times
- Alert driver to traffic conditions or road hazards

2.7 Compliance and Safety

- Follow all workplace health and safety procedures

- Wear required personal protective equipment (PPE)
- Report hazards, incidents and near misses immediately
- Comply with chain of responsibility obligations
- Follow manual handling and lifting procedures
- Participate in safety training and toolbox meetings

3. Required Skills and Attributes

3.1 Essential Skills

Physical Fitness

Capacity to lift, carry and move heavy items regularly. Ability to work physically throughout the day. Stamina for loading, unloading and delivery activities across extended shifts.

Customer Service

Friendly and professional manner with customers. Ability to represent the company positively. Understanding of service standards and customer expectations.

Communication

Clear verbal communication with drivers, customers and supervisors. Ability to follow instructions accurately. Basic written skills for completing paperwork.

Reliability

Punctuality and consistent attendance. Dependability for early morning starts. Commitment to completing deliveries on schedule.

3.2 Personal Attributes

- Strong work ethic and positive attitude
- Ability to work as part of a two-person team
- Flexibility to work varied hours and overtime as required
- Attention to detail for accurate documentation
- Problem-solving mindset for delivery challenges
- Professional appearance and personal presentation
- Willingness to work in various weather conditions
- Initiative and ability to work with minimal supervision
- Good time management and organizational skills

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical fitness to lift and carry items up to 20-25kg regularly

- Ability to work flexible hours including early mornings
- Basic English literacy and numeracy

4.2 Desirable Qualifications

- Previous experience in delivery, warehousing or logistics
- Forklift licence (LF) or similar material handling certification
- Valid driver licence (useful for occasional driving duties)
- First aid certificate
- White Card (construction industry induction) if delivering to building sites
- Customer service experience

4.3 Experience

Previous experience in delivery, warehousing, removals or similar physical work is beneficial but not essential. Training in safe manual handling, load securing and delivery procedures will be provided. The ideal candidate will demonstrate physical capability, reliability and customer service skills.

5. Working Conditions

5.1 Hours of Work

- Early morning starts (typically 5:00am-7:00am)
- Shift lengths generally 8-10 hours depending on delivery routes
- Regular work on weekends and public holidays may be required
- Overtime during peak periods or for long-distance deliveries
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Regular lifting, carrying and moving of items weighing 20-25kg
- Occasional handling of heavier items (up to 40kg) using team lifting
- Extended periods of standing, walking, bending and climbing
- Working in truck loading areas and customer premises
- Manual dexterity for securing loads and handling equipment
- Ability to work at heights when required (tail lifts, loading docks)

5.3 Work Environment

- Indoor warehouse and outdoor delivery environments
- Working in all weather conditions
- Exposure to dust, noise and varying temperatures
- Travel in delivery vehicles for extended periods
- Work in residential, commercial and industrial locations

- Interaction with diverse customers and environments

5.4 Uniform and Safety Equipment

- Company uniform provided and must be worn
- High-visibility vest or shirt required
- Steel-capped safety boots required (may be provided)
- Personal protective equipment (gloves, hard hat, etc.) provided as needed
- Professional presentation and neat appearance expected
- Sun protection required for outdoor work

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Road Transport and Distribution Award 2020 (MA000038) or the Storage Services and Wholesale Award 2020 (MA000084), depending on the nature of the business operations. These awards set minimum pay rates, penalty rates, allowances and conditions for employees in transport and logistics.

6.2 Classification Level

Delivery Driver Assistants are generally classified under the award as:

- Road Transport Grade 1-2: Entry level assistant with basic duties
- Road Transport Grade 3: Experienced assistant with additional responsibilities
- Storage Services Level 1-2: Depending on duties and experience

The specific classification level will be determined based on the duties performed, experience and skills of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates may apply depending on shift times
- Sunday: Premium penalty rates apply
- Public holidays: Premium penalty rates apply
- Overtime: Penalty rates for work beyond ordinary hours
- Early morning starts: May attract shift allowances

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the relevant award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business and customer information
- Follow all company policies and procedures
- Represent the company positively at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible

7.2 Service Standards

- Provide friendly, efficient and professional service to all customers
- Handle customer goods with care and respect
- Communicate delivery issues or delays promptly
- Maintain cleanliness and organization of delivery vehicles
- Complete all deliveries according to schedule
- Follow delivery instructions and customer requirements

7.3 Safety and Compliance

- Always prioritize safety over speed or convenience
- Follow proper manual handling and lifting techniques
- Wear required PPE at all times
- Report all hazards, incidents and near misses immediately
- Comply with traffic laws and workplace safety regulations
- Participate actively in safety meetings and training

7.4 Teamwork Expectations

- Work cooperatively with drivers and warehouse staff
- Communicate effectively throughout the delivery process
- Support team members during busy periods
- Share responsibility for vehicle cleanliness and maintenance
- Accept feedback constructively and apply improvements
- Maintain a positive attitude during challenging deliveries

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV

- Brief cover letter outlining relevant experience and availability
- Copies of relevant licences and certificates
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and workplace tour
- Physical capability assessment or practical demonstration
- Reference checks
- Pre-employment medical assessment may be required

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____