



Sustainable Harvest Rwanda (SHR Ltd) is a locally registered business selling wholesale coffee products for the tourism and hospitality industry in Rwanda and provides businesses and government with services to serve speciality coffee.

In 2016, The Question Coffee Center was created by Sustainable Harvest Rwanda to provide a retail and wholesale market outlet for women coffee growers coffee and a training space for farmers, baristas and coffee professionals to increase their coffee growing and producing skills. The Question Coffee center includes a cafe, cupping lab, barista academy and wholesale entity that provides espresso equipment and Question coffee to hotels, restaurants, and cafes in Rwanda.

POSITION: LLC DELIVERY DRIVER

REPORTS TO: **Maintenance & Logistics
Coordinator**

SUPERVISES: **None**

LOCATION: **Kigali**

STATUS: **Fixed Term Contract**

JOB SUMMARY/PURPOSE

The Delivery Driver is responsible for loading, transporting and delivering items to clients or businesses in a safe and timely manner. He/She is also responsible for driving staff to meetings and other business activities, as necessary. At times, she/he will drive staff to other program locations in Rwanda, occasionally requiring overnight stay outside of Kigali.

MAIN RESPONSIBILITIES

The responsibilities are but not limited to:

- Reviewing orders before and after delivery to ensure that orders are complete, the charges are correct, and the customer is satisfied;
- Assisting with loading and unloading items from vehicles;
- Analyze delivery address, determine appropriate routes and maintain schedule;
- Drive safely and deliver products within deadlines;
- Ensuring delivery notes are signed upon delivery;
- 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;
- Report any accidents or injuries to Supervisors immediately;
- Perform vehicle inspection such as checking fluid level, tire pressure and timely service or repairs;
- Notify supervisors about any major repairs and maintenances;
- Maintain the vehicle clean and safe;
- Work with support team to provide exceptional customer services and address customer concerns;
- Perform vehicle inspection before and after each trip
- Adhere to company operating policies and procedures.
- Maintain driving log, prepare vehicle performance forms and complete daily paperwork;
- Provide special care in delivering products.
- Additional responsibilities may be added based on need, competency and interest. This role will interface with all SHR-LLC staff and at times will support NGO initiatives for coffee



**SUSTAINABLE
HARVEST**
R W A N D A
P. O. Box 864 Kigali

growers.

REQUIREMENTS OF THE ROLE

- Proven working experience as a Delivery Driver;
- Valid driver's license; Category B&D
- Excellent organizational and time management skills;
- Good driving record with no traffic violations.
- Attention to detail;
- Excellent verbal and written communication skills;
- Ability to communicate in English;
- High school degree.

KEY DELIVERABLES

- On time deliveries to wholesale clients and other partners
- Accurate, up to date, car log;
- Schedule of routine car maintenance
- Well maintained and safe company vehicle

KEY INDICATORS

- # deliveries per week
- Timely and accurate deliveries
- Routine maintenance checks with minimal oversight

If you feel you are the right match for the above-mentioned position, please follow the application instructions accordingly:

Candidates need to send a signed Cover letter in PDF format, updated CV and copy of the driving license mentioned above.

All those documents should be sent through email: recruitment@sustainablegrowers.org

Please note that only shortlisted candidates will be called to attend for the tests

Female candidates are encouraged to apply.

Application deadline: 27th May 2021 at 4:00PM

Social Enterprise Director

Hilary Hilasbeck

