

<b>JOB TITLE:</b> Service Manager – Evening	<b>DATE:</b> June 2018
<b>REPORTS TO:</b> Senior Service Manager	<b>STORE:</b> Hamilton

## 1. PURPOSE OF POSITION

Ensure the accurate and efficient delivery of products to our customers throughout the order pick/pack and delivery. Also responsible to total site after traditional business hours including replenishment and check out team.

## 2. KEY ROLE ELEMENTS

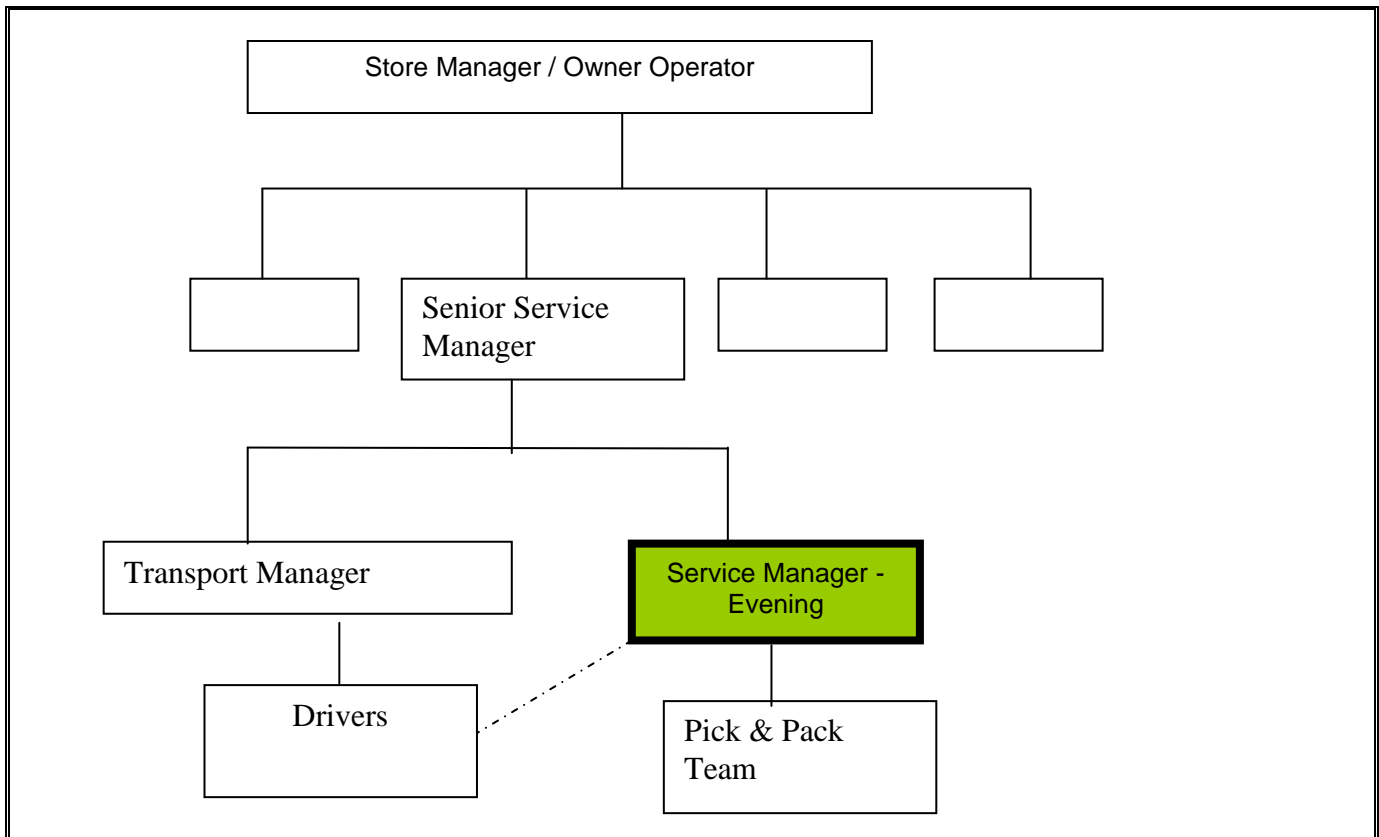
The key task areas for this role are:

- Effectively supervise all service and transport staff.
- Control the flow of the Service Orders / work at the Packing area ensuring goods are merged quickly and efficiently to meet delivery times Ensure trucks roll as early as possible and drive down time is minimized
- Ensure loads are complete and goods are not left behind. This includes prioritisation of customers with delivery windows
- Monitor Department staff to ensure service and productivity levels are maintained.
- Set direction of workflow. Communicate back to Department Managers and Senior Managers with any issues.
- Approve overtime where required whilst maintaining departmental budgeted hours
- Sign off Drivers for end of shift ensuring all core tasks are completed
- Ensure end of day procedures are completed as per individual department requirements and that the site is left secure Maintain a safe work place. Provide a safe environment for staff and customers through identification and minimisation of hazards and monitoring of safety standards.
- Deal with Customer / Staff complaints / issues / enquiries as required.
- Provide feedback to Management on business improvements

## 3. RELATIONSHIPS

Internal	External	Committees / Groups
<ul style="list-style-type: none"> <li>▪ Store Manager.</li> <li>▪ Owner Operator</li> <li>▪ Store Management Team</li> <li>▪ Other Store Staff – Inwards / Admin</li> </ul>	<ul style="list-style-type: none"> <li>▪ Service agents</li> <li>▪ Industry Contacts</li> <li>▪ Community Groups / Contacts</li> <li>▪ Agriquality</li> </ul>	<ul style="list-style-type: none"> <li>▪ </li> </ul>

#### 4. POSITION IN ORGANISATION



#### 5. EDUCATION and EXPERIENCE

	Essential	Preferred
<b>Education</b>	<ul style="list-style-type: none"> <li>NCEA level 3</li> <li>Pass levels for maths and English at year 11 level</li> </ul>	<ul style="list-style-type: none"> <li>5 years secondary with Tertiary qualifications in people management and business management.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Supervisory experience or the ability to communicate what differentiates a good supervisor from a bad</li> <li>A clean Police record</li> </ul>	<ul style="list-style-type: none"> <li>1-3 years of relevant experience at supervisor level of medium sized service orientated business.</li> </ul>
<b>Special Skills</b>	<ul style="list-style-type: none"> <li>An in-depth knowledge of the geography of the Waikato</li> <li>SAP Experience in Warehouse Management or Planning and Shipping</li> <li>Proven people leadership skills.</li> <li>Good communication skills.</li> <li>Basic computer skills.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of stock management systems.</li> <li>Understanding of basic accounting and credit control.</li> <li>Forklift License</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>Customer focus</li> </ul>	<ul style="list-style-type: none"> <li>Coaching &amp; Training</li> </ul>

(Managerial)	<ul style="list-style-type: none"><li>▪ Leadership</li><li>▪ Communication</li><li>▪ Problem solving &amp; decision making</li><li>▪ Planning &amp; organising</li><li>▪ Teamwork &amp; collaboration</li><li>▪ Quality focus</li><li>▪ Productivity &amp; personal effectiveness</li><li>▪ Enthusiasm &amp; action orientation</li><li>▪ Relationship building</li></ul>	<ul style="list-style-type: none"><li>▪ Maintaining Standards</li><li>▪ Initiative &amp; Innovation</li><li>▪ Commercial management</li><li>▪ Fiscal acumen</li></ul>
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