

JOB TITLE: Service Manager – Evening	DATE: June 2018
REPORTS TO: Senior Service Manager	STORE: 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

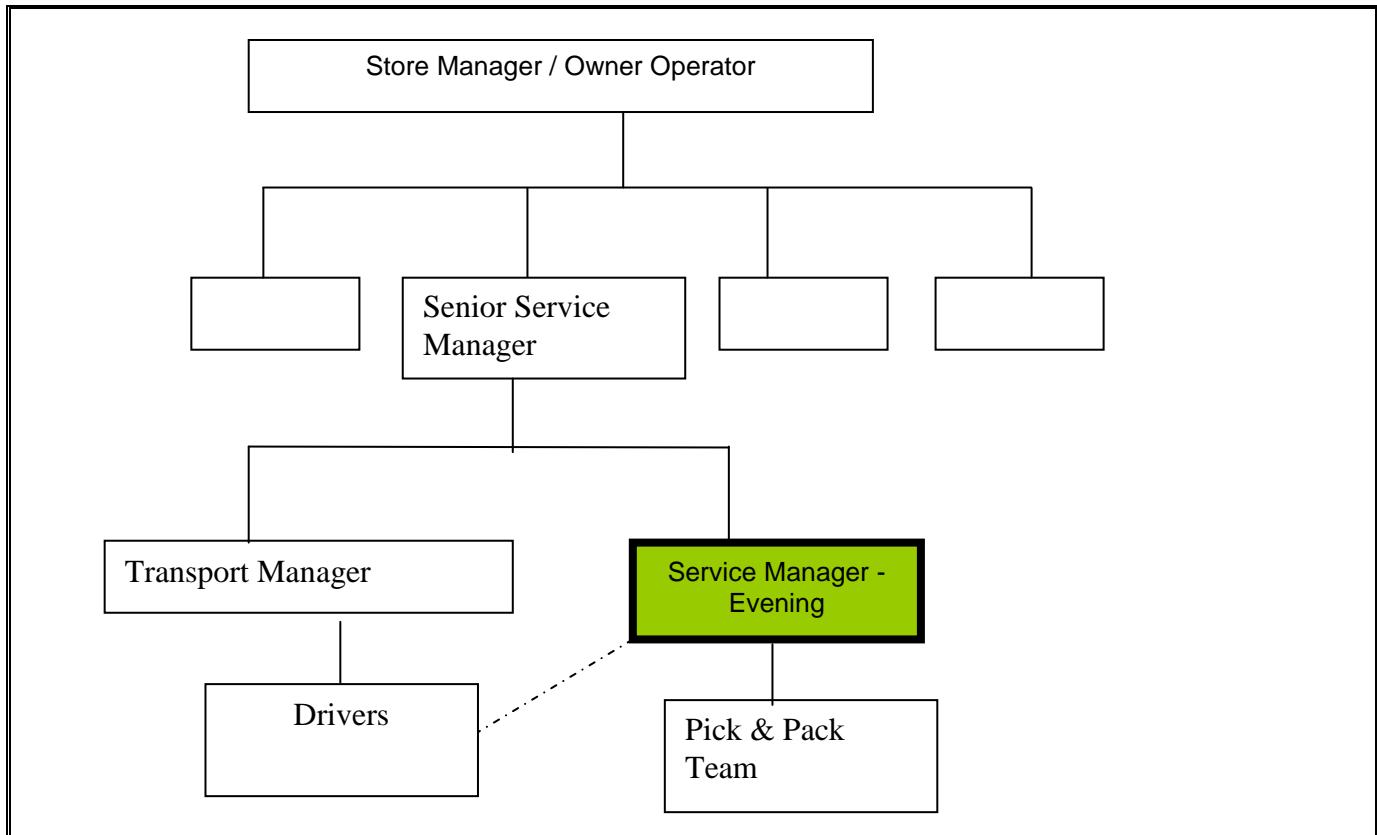
The key task areas for this role are:

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

4. POSITION IN ORGANISATION



5. EDUCATION and EXPERIENCE

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

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