

Position Description

TyreMAX New Zealand

Regional Operations Manager (Auckland)

January 2019

This document is subject to review from time to time

Section A

Position: Regional Operations Manager (Auckland)

Reports to: National Operations Manager

Location: Auckland

Section B

Position Objective: To efficiently and effectively manage the product Warehouse and Delivery operations for the Auckland regional market through the accurate use of systems and processes, and to raise staff productivity, accountability and engagement through strong leadership skills and alignment to the aims and values of the company.

Functional Relationships:

Internally

- National Operations Manager
- Warehouse Team Leaders
- Storemen
- Delivery Drivers
- Customer Care Team Manager
- Sales function
- Marketing unction
- Finance
- Supply Chain

Externally

- Courier and transport providers
- Service providers
- Vendors
- Suppliers
- Clients
- Freight companies

Nature and Scope:

TyreMAX New Zealand is one of New Zealand's leading tyre wholesaling companies focusing on passenger, light commercial and 4WD tyres sourced from around the world to meet the requirements of the New Zealand market. TyreMAX offers exceptional customer service and support, both technically and by fast delivery through their distribution network.

Total Staff Numbers:

72 staff

Direct Reports:

Delivery Drivers (15)
Warehouse Team Leader (1)
Storeman (4)

Section C – Key Tasks and Specific Accountabilities

1 Leadership

The Regional Operations Manager (Auckland) will be responsible for overseeing, managing and mentoring the warehouse and delivery staff within the Auckland region.

Expected Results

- (a) Coach and support team members to achieve required workloads and performance levels
- (b) Ensure staff have the necessary skills, resources and support to successfully perform their roles
- (c) Conduct regular performance reviews to monitor team performance and facilitate the development of their knowledge and skills
- (d) Create a team environment that fosters accountability and develops effective relationships and high performance by leading by example
- (e) Ensure effective communication within the team
- (f) Arrange temporary staff as required in order to meet key targets

2 Warehouse Management

The Regional Operations Manager (Auckland) will be responsible for overseeing and managing the Auckland warehouse.

Expected Results

- (a) Assign staff to dispatch, deliveries, inwards goods and other duties according to requirements
- (b) Ensure orders including stock transfers are dispatched correctly and on time
- (c) Ensure incoming and outgoing goods are processed correctly, to specification and on time
- (d) Ensure stock is stored correctly and safety best practice is maintained
- (e) Ensure stock takes are completed accurately and on time
- (f) Ensure correct structures and control systems are in place to monitor and reduce freight, warehouse and delivery costs

3 Transportation

The Regional Operations Manager (Auckland) will be responsible for overseeing and managing the delivery process within the Auckland region.

Expected Results

- (a) Oversee van deliveries in the region are route optimised for best logistical performance while meeting customer expectations

- (b) Ensure delivery targets are met by employed and contracted drivers
- (c) Utilise established control systems to ensure supplier service levels are met and maintained
- (d) Review and manage service providers' performance levels and seek to improve performance as required
- (e) Ensure high level customer service is displayed by staff who interact with customers and service providers

4 Fleet Management

The Regional Operations Manager (Auckland) will be responsible for overseeing the fleet of all delivery and warehouse vehicles within the Auckland branch.

Expected Results

- (a) Ensure the right number of vehicles are available for the Auckland region deliveries
- (b) Ensure the vehicles are roadworthy and compliant
- (c) Ensure the maintenance of vehicles is scheduled and completed as required
- (d) Ensure vehicle repairs are completed quickly and in a cost effective manner
- (e) Register and investigate vehicle damage and any complaints or positive feedback around drivers' actions
- (f) Liaise with insurance agent as required over claims
- (g) Notify the National Operations Manager of any damage and fleet requirements
- (h) Ensure fleet presentation is to a high level to favourably promote and reflect the brand
- (i) Encourage positive driver behaviour

5 Health & Safety

The Regional Operations Manager (Auckland) will be responsible for overseeing the Health and Safety for the Auckland delivery and warehousing function.

Expected Results

- (a) Ensure adherence to all company and legislative health and safety policies, practices and procedures
- (b) Ensure all accidents and relevant incidents are reported on and investigated in a timely manner
- (c) Be aware of conditions that affect the safety of employees and visitors

- (d) Champion health and safety for the operations area of responsibility, inspiring and supporting staff to achieve positive change in the safety culture of the business
- (e) Ensure a thorough and accurate roster of relevant vehicle driver licensing is held and maintained

6 Personal Development

The Regional Operations Manager (Auckland) will be responsible for their own professional development.

Expected Results

- (a) Attend relevant and value adding professional courses and programmes
- (b) Be a member of relevant industry institutes and associations

7 Other

The Regional Operations Manager (Auckland) will carry out other tasks and duties as and when required.

Expected Results

- (a) Duties are to be carried out in a timely and accurate manner, and in accordance with company policies and procedures
- (b) Undertake all other duties that are reasonably requested
- (c) Assist the National Operations Manager in their duties as required

Section D – Person Specification

Qualifications

- Relevant tertiary qualification

Experience

- Five years + experience within operations management
- Substantial warehousing experience in a customer service organisation
- Experience within the domestic freight industry would be advantageous
- Knowledge and understanding of best practice operational excellence

Skills, Knowledge & Personal Attributes

- Proven leadership skills with the ability to motivate and inspire others
- High level of verbal and numerical reasoning
- Affinity with systems, processes, data and statistics analysis
- Be commercially astute, with excellent interpersonal skills and the ability to exhibit a strong customer focus
- Ability to manage deliveries within a high volume and fast paced environment
- Have commitment and drive to deliver the results required for the organisation and the quality necessary to meet customer demands and aspirations
- High level of emotional intelligence with self awareness
- Highly effective time and task management skills
- Ability to prioritise and achieve deadlines
- High level of accuracy and attention to detail
- Be able to communicate effectively with staff, customers and suppliers with professionalism and respect
- Strong leadership capabilities and the ability to inspire team members
- Competence in operating company systems and procedures, both paper based and electronic
- Committed to operating safely
- Competence with MS Office – Word, Excel and Outlook