

Employee's Name:	
Position	Site Manager
Location	Auckland
Reports to	Operations Manager

COMPANY INFORMATION

McKenzie Balfour & Associates Limited (trading as Online Distribution) is one of New Zealand's largest family-owned providers of third-party logistics (3PL) services. Established in 1988 with just one client, the business now has expanded to having over 100 clients serviced by around 180 staff in warehouses in Auckland and Christchurch.

COMPANY VALUES

VISION	PURPOSE	VALUES
Building better futures for our people, clients and partners	To enable our clients' success by delivering premium logistics services	Positive Responsive Innovative Dependable Entrepreneurial

PURPOSE OF THE POSITION

This role, reporting to the Operations Manager, is responsible for the successful financial and operational performance of the specific site allocated to the Site Manager. The Site Manager is expected to lead a safe working environment, maximise customer satisfaction, ensure all staff are adequately resourced and trained, minimise exposure to risk and strive to attain the financial and other goals as set out from time to time by the management team.

Limitation of financial authority	\$
Direct costs, as defined by the Online budget template or as agreed with the Operations Manager	Up to 100% of budget
All other expense categories, as defined by the Online budget template or as agreed with the Operations Manager	Up to 100% of budget
Capital expenditure – not approved by Operations Manager	\$500

Key Accountabilities / Responsibilities <i>(What is to be achieved)</i>	Key Tasks <i>(How is it achieved)</i>	Measures
<p>Site Operations: Site is being managed effectively and profitably with appropriate staffing, resources and operating procedures.</p>	<p>By planning and co-ordinating resources, all workload requirements are met, and work instructions are in place for staff.</p> <p>By building a knowledge base of each client's business and their requirements, customer needs are met or exceeded. This working knowledge is shared as appropriate among staff.</p> <p>Ensuring that there are procedures in place designed to promote consistency across all warehouse programmes, in line with other company sites.</p> <p>Ensuring inventory record accuracy and handling methodology meets required standards as defined by Management and any resulting site claims are minimised.</p> <p>Freight management, including managing relationships with freight providers, ensuring freight claim timelines are adhered to, and providing guidance to warehouse staff on freight costing.</p>	<p>Appropriate staffing levels are in place.</p> <p>Monthly invoices are produced on time.</p> <p>Monthly profit & loss targets are met or exceeded.</p> <p>Regular updates take place with staff on client communications, service levels achieved and any other relevant matters.</p> <p>Cycle count programmes are in place and client stocktake results are within acceptable tolerance as defined by Management.</p> <p>Good relationships are maintained, and freight claims are closed off in a timely fashion, with minimal claims outstanding at any time.</p>
<p>Compliance: Site is managed so that all statutory requirements, internal policies and procedures are met and complied with.</p>	<p>Ensuring that the site is organised in such a way that does not compromise health and safety.</p> <p>Ensuring all staff fully understand, acknowledge and comply with their company and personal obligations.</p>	<p>Online's training programmes are made available to relevant staff and participation is supported.</p> <p>All compliance requirements are up-to-date, and records are available.</p> <p>Risks are identified and alerted as required and appropriate actions are taken.</p>

	Ensuring appropriate reporting/recording and investigation of all incidents.	Toolbox talks are conducted daily.
Financial Management: Sound financial management supports the performance of the site and all clients.	Managing allocated resources in the site in accordance with budgeted limits and management guidance. Ensuring staff benchmarking practice is in place and any other material remuneration matters are managed in-line with the 'one-up' principle for authorisation.	Reporting on budget variances with supporting explanations is provided in accordance with internal schedules. Any project work has been undertaken with correct reporting and within agreed budget. Analysis of profitability is provided to the Operations Manager.
Administration Tasks	Administrative tasks as required, including Chep management, container management and compliance, MHE reporting, timesheets, and site purchasing.	Compliance requirements and reporting timeframes are met.
Leadership: Clear focus and direction are provided for all site staff. Resources and assets are managed effectively.	Providing leadership by establishing clear expectations and demonstrating warehouse best practices and safety-conscious behaviour. Maintaining positive relationships and communications with all colleagues and clients. Ensuring direct reports monitor and manage staff performance and identify any staffing, training or performance short-falls. Involvement in recruitment process as required.	Regular performance reviews are completed. Accurate staffing records are maintained. The professional development of individuals is encouraged and supported.

<p>Communication: Ensure that clear lines of communication are maintained with all site staff, clients and management.</p>	<p>Managing and contributing to all toolbox meetings.</p> <p>Monitoring customer satisfaction levels.</p> <p>Ensuring client issues or risks are identified and appropriately notified.</p>	<p>All essential information is reported through the appropriate channels.</p> <p>Staff are informed and up to date.</p> <p>One-on-One meetings are taking place between reporting levels within required timeframes.</p> <p>Customer feedback is formally reported to the Operations Manager.</p>
<p>Other duties</p>	<p>Any other duties as reasonably required by the Operations Manager to ensure the overall efficiency of the business.</p>	

PERSON SPECIFICATION

<p>Core Behaviours</p>	<p>Teamwork – identifying opportunities and taking action to build operational relationships between the business, sites or teams to help achieve shared goals.</p> <p>Results focussed – sets challenging goals for self and understands performance expectations.</p> <p>Effective Communication – understanding and communicating their role to staff and clients.</p> <p>Resilience - able to think logically and multitask in time critical situations.</p>
<p>Core qualifications, technical skills, knowledge and ability</p>	<p>Decision making – demonstrates a strong understanding of warehouse operations, makes decisions and recognises when further investigation is needed.</p> <p>Proven warehouse management experience, over 3 years’ experience preferably in a similar industry.</p> <p>Excellent relationship building skills and the ability to relate constructively to all levels of the organisation.</p> <p>Proven experience to plan, undertake and finish activities and to achieve high quality results.</p> <p>Proven Client management experience.</p>

ONLINE DISTRIBUTION EXPECTATIONS

To perform the responsibilities listed above and achieve success in your role, you will demonstrate the following behaviours that link to our values of Positive, Responsive, Innovative, Dependable and Entrepreneurial.

- ⊕ Work positively with colleagues to achieve goals, share experience, and actively seek and offer help.

- ⊕ Develop and maintain strong working relationships across the organisation, which inspires people to believe that what they do makes a difference.

- ⊕ Proactively assess, challenge and formulate solutions to enable the smooth and effective running of the business.

- ⊕ Actively demonstrate professionalism throughout the organisation and industry and be a credible and trustworthy person who holds the respect and loyalty of all stakeholders.

- ⊕ Have tenacity in pursuing goals and ensuring they are aligned with the company objectives of maintaining high levels of profit, strong customer service, excellent communication, transparent systems and a happy, united team of staff members.

POLICIES AND PROCEDURES

Online Distribution has developed policies and procedures to guide employees' behaviour in respect to a variety of employment-related matters. It is an obligation of your employment with Online Distribution that you adhere to these policies and procedures. All employees have access to these policies and procedures on the staff intranet.

Employee declaration:

I have read, understood and agree to abide by this position description at all times.

Employee signature: **Date:**