

## POSITION DESCRIPTION: Yard Supervisor

|                      |                    |                      |                  |
|----------------------|--------------------|----------------------|------------------|
| <b>Approval Date</b> | June 2019          |                      |                  |
| <b>Business Unit</b> | Cars               | <b>Location</b>      | Palmerston North |
| <b>Reporting to</b>  | Operations Manager | <b>Direct Report</b> | Approx 2- 3      |

### Job Purpose

The Yard Supervisor will operate as a Key Member of the Branch and wider company.

The role will involve monitoring the provision of any contract services to vehicles on the yard, ensuring a high level of stock control and security, and servicing customer needs. Valuations services offered. This includes:

- Developing and implementing initiatives which present vehicles to their best advantage
- Providing a high level of service to both internal and external customers
- Assisting in the smooth and effective running of the auctions / sales events
- Maintaining a high level of stock control and security

### Company Values

The Yard Supervisor will be expected to operate in line with our company values which are:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

### Relationships

| Internal   | External  |
|--|---|
| <ul style="list-style-type: none"> <li>• Office Manager</li> <li>• Other Branch Managers and their staff</li> <li>• Other key company staff</li> <li>• Support Office</li> </ul> | <ul style="list-style-type: none"> <li>• External customers</li> <li>• Dealers</li> <li>• Suppliers and other stakeholders</li> </ul> |

### Key Accountabilities

| Accountabilities  | Performance Measures  |
|---|---|
| <b>Logistics/Yard Management</b>  |   |
| <ul style="list-style-type: none"> <li>• Managing the control of all vehicles on site. Tasks include organising and overseeing the security, parking, vehicle placement for inspection and sale.</li> <li>• Controlling stock movements as per the Stock Management procedure.</li> <li>• Ensuring Stocktake is always up to date and taking appropriate action as required.</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to provide location of vehicle (data quality)</li> <li>• Customer and staff feedback.</li> <li>• Ongoing spot checks</li> <li>• No damage to vehicles</li> <li>• Low number/level of security breaches.</li> </ul> |

| Accountabilities   | Performance Measures  |
|--|---|
| <ul style="list-style-type: none"> <li>• Assigning vehicles to spaces as determined by the Turners rules and procedures.</li> <li>• Monitor the receipt of vehicles which have no booking in information</li> <li>• Co-ordinating the preparation and flow of vehicles for sale, ensuring all vehicles arrive on floor prior to established deadlines, complete with barcodes, key tags, window cards and CIN cards (for registered vehicles).</li> <li>• Proactively engaging clients on floor assisting customers with their inquiries giving them correct and useful information.</li> <li>• Managing the collection and/or delivery of vehicles for customers as required.</li> <li>• Ensuring security – arranging the systematic locking of doors, gates and buildings after use, and checking.</li> <li>• Monitoring and handling security breaches relating to vehicles or warehouse/yard areas.</li> <li>• Providing feedback on any housekeeping issues, e.g. site maintenance, supplies etc.</li> <li>• Ensuring the warehouse and yard areas are kept clean and tidy at all times</li> <li>• Ensure all vehicles are fuelled as required</li> <li>• Make bookings and plan transportation schedules</li> <li>• Organise and monitor the pick-up and delivery of vehicles through the appropriate means</li> <li>• Monitor and handle security breaches with respect to any vehicles leaving through the single entry/exit point</li> <li>• Ensure safe and monitored access to vehicle keys</li> </ul> | <ul style="list-style-type: none"> <li>• Services completed versus services ordered.</li> <li>• Accurate data input and stock-takes.</li> <li>• All vehicles bar-coded and with appropriate forms.</li> <li>• No key losses.</li> <li>• Stocktake accuracy 98%</li> </ul> |
| <b>Customer Service</b>  |   |
| <ul style="list-style-type: none"> <li>• Maintain and develop a service orientated culture, ensuring that customers receive the best possible service at all times.</li> <li>• Effectively handle customer enquiries and needs on the yard, especially requests from Turners staff for vehicle information</li> </ul>  | <ul style="list-style-type: none"> <li>• Achieve required contributions and timeframes as determined by the Manager.</li> <li>• Maintain positive relationships with key customers/buyers/vendors.</li> </ul>   |

| Accountabilities  | Performance Measures  |
|---|---|
| <b>Personal development</b>   |   |
| <ul style="list-style-type: none"> <li>Attends relevant and value adding professional courses and programs in consultation with the manager</li> </ul>  | <ul style="list-style-type: none"> <li>Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager</li> </ul> |
| <b>Health &amp; Safety</b>  |   |
| <ul style="list-style-type: none"> <li>Ensures own safety and the safety of others around Turners businesses</li> <li>Follows all Turners and 'best practice' safe work procedures, practices and instructions</li> <li>Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness</li> <li>Ensures their work area is free of potential hazards</li> </ul> | <ul style="list-style-type: none"> <li>Meet standards as determined by the Manager, and/or the Turners H&amp;S Officer</li> </ul>   |
| <b>General</b>  |   |
| <ul style="list-style-type: none"> <li>Undertakes all special assignment work, projects, and all other tasks as requested.</li> <li>Any other duties as and when required to ensure continuity of business</li> </ul>   | <ul style="list-style-type: none"> <li>Achieve required contributions and timeframes as determined by the Branch Manager.</li> </ul>                                      |

## Qualifications and Experience

### Essential

- NCEA Level 3 English and Maths or equivalent
- Computer literacy
- Basic Microsoft Office in Outlook, Word and Excel

### Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ
- Must hold a current and clean NZ Drivers Licence
- Previous experience in an Operations/Logistics role

## Competencies

- Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
- Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- Interacting with People** – Relates well with people from a wide variety of backgrounds. Is aware of the expressed needs and perceptions of others and adept at picking up the clues to their unexpressed thoughts and feelings. Uses this information to build the relationship.
- Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one's manager, what type and amount of information to share, and how best to implement goals and objectives
- Networking** – Builds strong working relationships with others outside one's team to enlist the support of both people and resources to complete tasks
- Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation

- **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- **Building and Leading Teams** – Knows the talent needs of the team and attracts the people who can meet those needs. Encourages collaboration among team members and between teams. Inspires team spirit and the commitment to achieve high standards of performance.
- **Building Competitive Advantage** – Drives performance by building a high performance culture. Focuses the organisation on key drivers that impact success. Builds a culture sensitive to the impact actions have on Turners profitability margin.
- **Commitment to Excel** – Challenges self and others to exceed standards and achieve extraordinary results. Is not easily deterred when obstacles or delays are encountered.
- **Customer and Personal Service** – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Customer Operations** – Understands the basics of how customers operate their business, and uses this information in developing proposals/contracts, negotiations, and developing strategic goals. Uses market-driven principles as the basis for customer relations.
- **Developing People** – Facilitates the development of others through personal involvement in coaching, mentoring and sponsorship. Creates an environment that fosters learning, growth and development to improve Turners capability to achieve the strategic vision.
- **General Business Finance**– Understands basic business principles in conducting one's duties (e.g. profit and loss, cost benefit, ROI, depreciation and profitability) and applies the knowledge to achieve objectives.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **Maximising Individual Performance** – Gives clear directions and ensures others know what is expected of them. Monitors and reviews performance, providing support and guidance to ensure success. Enforces quality standards and agreed upon commitments, addressing performance problems in a timely, tactful, but direct manner.
- **Negotiation** – effectively reaches agreement with others, wherever trade-offs of a position or opinion may be necessary.
- **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer's position and finds innovative and cost effective solutions to problems.

## Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

**Agreed**

| <b>Employee</b>  | <b>Manager</b>   |
|------------------|------------------|
| _____<br>Signed: | _____<br>Signed: |
| _____<br>Name:   | _____<br>Name:   |
| _____<br>Date:   | _____<br>Date:   |