

## POSITION DESCRIPTION: Operations Assistant

|                      |                                     |                      |        |
|----------------------|-------------------------------------|----------------------|--------|
| <b>Approval Date</b> | August 2022                         |                      |        |
| <b>Business Unit</b> | Cars                                | <b>Location</b>      | Napier |
| <b>Reporting to</b>  | Lower North Island Regional Manager | <b>Direct Report</b> | Nil    |

### Job Purpose

The Operations Assistant will operate as an integral member of the Cars team.

- The role involves assisting with pre- , during and post- sale activities, including the effective set up and smooth running of commercial sales events, security of warehouse and goods contained within, meeting and exceeding both buyer and seller customer needs, effective stock control measures, timely entry of any relevant information into the operating system, and ensuring our obligations for customers (and other staff and visitors) are met in terms of the Health and Safety in Employment Act.

### Company Values

The Operations Assistant 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>• Regional/Branch Manager</li> <li>• Other Operations team members</li> <li>• Office Manager</li> </ul> | <ul style="list-style-type: none"> <li>• External customers, dealers, suppliers and other stakeholders</li> </ul> |

### Key Accountabilities

| Accountabilities                                                                                                                                                | Performance Measures                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Experience</b>                                                                                                                                      |                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• To assist customers with their enquiries giving them correct and useful information.</li> </ul>                        | <ul style="list-style-type: none"> <li>• Meet standards as determined by the Manager (or his/her representative).</li> </ul>                                                                                     |
| <b>Presentation</b>                                                                                                                                             |                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• To actively assist in preparing and presenting vehicles/goods to their best advantage - as tasked/assigned.</li> </ul> | <ul style="list-style-type: none"> <li>• Positive feedback received.</li> <li>• Extent of set up for auctions within set time frames, to safety standards, and to customer specification as assigned.</li> </ul> |
| <ul style="list-style-type: none"> <li>• Ensures the showroom floor and warehouse areas are kept presentable, clean and tidy at all times.</li> </ul>           | <ul style="list-style-type: none"> <li>• Meet standards as determined by the Manager (or his/her representative).</li> </ul>                                                                                     |

| Accountabilities                                                                                                                                                                                                                                                                                                                                                                                                                                     | Performance Measures                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>To actively assist in all aspects of the sales set up process from physical relocation of stock/vehicles and display for sale, through to providing detailed descriptions and photos of goods/vehicles when lotting.</li> </ul>                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Meet standards as determined by the Manager (or his/her representative).</li> </ul>                                                |
| <b>Stock Control and Security</b>                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>Assist with the control and monitoring of all stock/vehicles on site including the security, display and post-sale processing. Also assist with the collection and/or delivery of goods/vehicles for customers as required, and locking doors, gates and buildings after use as appropriate. Report all security issues/problems or potential problems to the Manager (or his/her representative).</li> </ul> | <ul style="list-style-type: none"> <li>Meet standards as determined by the Manager (or his/her representative).</li> </ul>                                                |
| <ul style="list-style-type: none"> <li>To actively assist in all aspects of the warehouse function from initial delivery of 3rd party stock/vehicles, and the subsequent inventory management and security requirements through to collections of purchased stock after sale.</li> </ul>                                                                                                                                                             | <ul style="list-style-type: none"> <li>Meet standards as determined by the Manager (or his/her representative).</li> </ul>                                                |
| <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 and 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>Undertake 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 contribution as determined by Manager (or his/her representative).</li> </ul>                                     |

## Qualifications and Experience

### Essential

- NCEA Level 3 English and Maths or equivalent
- Computer and tablet literacy

### Specific Requirements

- Full Driver License with F endorsements
- Forklift License
- Workplace First Aid Certificate.
- Legal right to work in NZ as defined by Immigration NZ

### 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.
- **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.
- **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.
- **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.
- **General Business** – understands basic business principles in conducting one's duties (e.g. the importance of providing excellent customer service for commercial survival and profit) and applies the knowledge to achieve objectives.
- **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

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

|          |  |         |
|----------|--|---------|
| Employee |  | Manager |
|          |  |         |
| Signed:  |  | Signed: |
|          |  |         |
| Name:    |  | Name:   |
|          |  |         |
| Date:    |  | Date:   |