

## Operations Coordinator

Division: Wridgways  
Department: Customer Service  
Reports to: Branch Manager

### Overall Purpose of the Job

- Allocate, co-ordinate and supervise Company resources, including vehicles, permanent removals staff and sub-contractors, in order to arrange receipt, despatch and transport of customer goods in the most cost effective and efficient manner whilst ensuring all such activities enhance the customer service objectives of the Company

### Primary Duties & Responsibilities

- Carry out tasks and responsibilities within limits of authority as defined in Company Procedures and Work Instructions detailed in Attachment 2.
- Report on OH&S accidents and incidents to BMRC. Other OH&S responsibilities are detailed in Attachment 1.
- Carry out duties within limits of authority as defined in current Authorities Master List.
- Cost effectively allocate Company resources and owner drivers to work booked.
- Liaise with clients regarding schedules, services and operational matters.
- Brief and de-brief all removalists and owner drivers on a daily basis in accordance with branch work instructions.
- Liaise with the Sales departments regarding customer requirements.
- Constant liaison and provide direction to warehouse staff regarding customer requirements.
- Produce and distribute relevant written/printed operational instructions.
- Monitor and maintain the standard of paperwork completed by operative staff in accordance with Company requirements.
- Liaise with the Customer Services Officer in regard to missing or damaged goods and relevant customer comments.
- Delegate tasks and responsibilities through subordinate operational staff.
- Operate the computer to record and update operational information and source reports.
- Provide information on training needs and assist in implementation of Company operative training programs.
- Report vehicle and equipment deficiencies to the Warehouse Supervisor.
- Ensure that employees and owner drivers are adequately instructed in safe processes of work and are competent to perform the task assigned.
- Carry out counselling of contractors/removalists regarding work carried out under this position's instructions.
- Liaise with National Linehaul Manager in regard to allocation of national linehaul drivers and resources.

## **Skills Essential to the Job**

### **Technical**

- Keyboard skills of at least 20 words per minute.

### **Business**

- Packing, loading and supervision skills.
- Relevant award knowledge.
- Principles of removal and storage techniques.
- Basic computer skills.

### **Human Relations**

- Outstanding customer relations skills.
- Good communication skills, both verbal and written.
- Ability to influence employee behaviour to the benefit of the Company and its customers.
- Ability to delegate effectively and ensure work is completed in a timely fashion.
- Effective and demonstratable leadership skills.
- Good negotiating skills.

## **Qualifications Preferred**

**Secondary**      Year 10

**Tertiary/TAFE**

**Professional**

**Licences**              Passenger vehicle driver's licence

**Other**

## **Level of Authority**

### **Personally authorises**

- Financial authority limited to the purchase of rail/shipping and outside carrier services in accordance with company procedures.
- Lodgement, tracking and collection of containers.
- Allocation and scheduling of vehicles to meet removal/customer requirements.

### **Discusses with superior before authorising or doing**

- Acceptance or rejection of business available after full allocation of normally available resources.
- Maintenance of equipment.
- Hiring additional resources, eg. vehicles.

### **Recommends to superior for action**

- Owner driver and supplier performance.
- Disciplinary procedures for contractors/removalists.
- Changes to Company procedures and processes.

## **Management Responsibility**

### **Budget (sales, operating, salaries, etc)**

- A marked degree for operating efficiency.

### **Employees**

No. of Direct Reports = 15 No. of Indirect Reports = 1

### **Special Conditions**

- A salaried position that requires the incumbent to commence duties generally at 7:00 am.