

Position Expectation Profile

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- This is a working document and shall be updated from time to time
- Focus on Key Results and Key Objectives
- Be concerned to optimise your effort

<u>Position:</u>	Customer Service Manager
<u>Division:</u>	Sales
<u>Incumbent:</u>	N/A
<u>Accountable to:</u>	General Manager
<u>Inter relationships:</u>	Sales Division Warehouse Customers
<u>Responsible for:</u>	Leading the Customer Services Team and Sales/Marketing Support in the processing of retail partner's orders, supply of marketing material, key liaison with Warehouse Team, and other customer service duties

ACCOUNTABILITY OBJECTIVE:

- Responsible for timely and accurate entry of orders and maintenance of orderhold
- Ensure all orders are kept up to date and that all departments are aware of current status/requirements as required
- Effectively liaise with the warehouse team to help maximise the order recipe - delivery process
- Undertake general administrative duties in the department
- Effectively lead and manage the Customer Services Team
- Effectively lead and manage the Sales/Marketing support role
- Work with General Manager around Office Management duties

NATURE AND SCOPE:

The Customer Service Manager reports directly to the General Manager – Floorscape.

The incumbent is required to be responsible for the timely, accurate and cost-effective entry and maintenance of customer orders for Floorscape retail partners into the product ordering system, including allocation of stock, providing customers with delivery and stock information and following up of progress of product availability and delivery to ensure orders and marketing material is supplied as efficiently as possible

In addition, the positions require the incumbent to co-ordinate the general operation of the Department, and supervise the work being undertaken by the Customer Service Representatives and Sales/Marketing Support.

PRINCIPAL ACCOUNTABILITIES:

Safety

- Make health and safety a priority and actively participate in a healthy and safe workplace culture by creating, maintaining and fostering a safe work environment and seeking to achieve a zero-harm workplace by ensuring high standards in safety in each and every activity undertaken

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- All employees have the power and the responsibility to stop unsafe acts. If you see unsafe work or acts going on anywhere in the business, you should ask that person or their supervisor to stop that work immediately
- Think safe, by actively seeking to identify any potential hazards within the task/duties/workplace, assessing the possible risks (including seeking advice if necessary) and implement any changes or modifications to ensure personal and team member safety
- Adhere to all relevant legislative safety requirements and Mohawk Flooring Oceania health and safety policies/procedures, performance standards and guidelines
- As safety is a shared responsibility, hold yourself (with your team members) to the highest possible standard of safety performance
- While operating any Mohawk Flooring Oceania vehicle, operate the vehicle, at all times, in a safe manner in accordance with applicable road rules
- Ensure that any manual handling that cannot be avoided is undertaken in a way to avoid any potential injuries
- Ensure all injuries (including without limitation physical and psychological injuries, environmental incidents, near misses etc) are reported by you immediately after the injury occurs to your supervising officer. If for any reason immediate reporting is not possible, injuries must be reported to your supervising officer during the same day
- Ensure all incidents (including without limitation, safety incidents, unsafe acts, unsafe conditions, environmental incidents, near misses etc) are reported by you as soon as reasonably practicable after the incidents, generally within the same business day, in the Mohawk Flooring Oceania incident reporting system and/or to your supervising officer and/or the OH&S/legal department
- Participate, where required, in the resolution of health and safety using appropriate issue resolution procedures and implementing any corrective actions
- Actively participate in all health and safety programs, training and audits
- Assist, where applicable, in the rehabilitation of injured workers

Order Entry

- Take orders by phone, email/web from customers or the Sales Division
- Processing and inputting of orders in accordance with established procedures
- Reservation of inventory and allocation of stock to orders
- Respond to queries from retail partners or Sales Division personnel about product availability, status of order, product enquiries etc
- Liaise with staff within the Sales Division in relation to the ordering of products
- Perform regular checking of status of orders and make arrangements for stock transfers to interstate warehouses as necessary
- Maintain and update customer databases
- Raise claims for order entry errors, cancellation of orders and problems in warehouse or loss of transit
- Liaise with warehouse manager to ensure control of delivery dates as specified and prompt shipping of product that meets specifications

Customer Service Manager Duties

- Co-ordinate and supervise, the work of all Floorscape Customer Service Representatives and Sales/Marketing Support to ensure that the Department operates in a timely and efficient manner including, without limitation, punctuality of lunch and tea breaks, motivation and utilisation of employees

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- Ensure all Customer Service Representatives and Sales/Marketing Support follow all company policies and guidelines
- Ensure and be responsible to ensure an effective and consistent call and email rate to meet customer demands to generate sales volumes and to achieve performance standards and targets (number of calls, wait times, lost calls, customer satisfaction etc) by effective and efficient use of labour and technology
- Develop procedures, policies and controls to assist in the achievement of performance standards within company policies and guidelines
- Communicate effectively with the Customer Service Representatives and Sales/Marketing Support to ensure they understand their duties and responsibilities and coach and support them in carrying out their duties including setting service culture standards in all aspects of the operation including how to interact with customers in both telephone sales environment and product delivery areas
- Provide an adequate and accurate flow of information to employees on issues of safety, performance requirements and standards and targets
- Ensure process documents are in place and up to date
- Drive B2B (MyUnilin) utilisation by retail partners
- Establish lines of control and delegate responsibilities to staff
- Make recommendations to the General Manager as to staff requirements
- Complete performance reviews /development goal setting with Customer Service Representative and Sales/Marketing Support roles
- To actively support and enact Company policy, procedures and objectives

General Administrative Duties

- Maintain accurate and comprehensive filing and recording systems as to the incumbent's duties including maintenance of order files
- Tracking of dispatched orders
- Liaising with warehouse personnel regarding stock, order fulfilment and deliveries/collections
- Ensure the customer satisfaction is achieved from the response from the Department in respect to the processing and administration of job orders
- Provide general administrative support to the Department including word processing, daily filing etc

Other

- Undertake such other duties as the General Manager or management may from time to time prescribe
- Seek to minimise the environmental impact of these activities and to actively implement any Departmental Environmental Action Plans
- Provide Customer Service and Sales/Marketing Support team cover when required

AUTHORITIES:

The Customer Service Team Lead has authority to:

- Make decisions as they pertain to Principal Accountabilities, given that where applicable the General Manager shall be consulted.

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