

POSITION DESCRIPTION

POSITION TITLE	Capital Sales and Spare Parts Manager
POSITION LOCATED AT	Subic Bay - Philippines
REPORTING TO	FOS Operations Manager
DIRECT REPORTS	3
EMPLOYMENT CLASSIFICATION	Full time
POSITION OVERVIEW	To provide effective management of the Capital Sales and Spare Parts team ensuring timely and accurate stock management, forecasting, parts inventory, stock levels, and stock counts are meeting set KPI's. This varied role is expected to manage a team in providing exceptional service to all the customers via all customer contact channels including but not limited to phone, email, and web/live chat correspondence.

SPECIFIC OBJECTIVES

1. Setting and meeting Capital Sales and Spare Parts Team service targets as well as planning areas of improvement and development.
2. Responsible for implementation and establishment of team's KPI to ensure standardized processes that drive the team to meet company targets.
3. Ensures team has a prompt, accurate raising capital sales orders and meet request deadlines.
4. Maintain strong working relationships with internal teams: Manufacturing, Warehouse, Import/Export teams both in the Philippines and Australia to effectively manage stocks and meet client delivery timelines.
5. Oversees team's work deliverables, providing direction and drives a front-to-back mindset for the team always have a big-picture perspective of their jobs and the impact it has on the business
6. Put in place controls and regular checks to ensure numbers on the system accurately reflect the reality; Put in place a process of sanity check for reports especially forecasting.
7. Implement initiatives enhancing the team's work performance and perception of the team's reputation amongst key internal and external customers.
8. Oversee Capital Sales and Spare Parts Administration process with the team, review and refine processes to improve order processing efficiency and customer satisfaction levels.
9. Implement key metrics for measuring the team's performance, ensuring a focus on quality and not quantity.
10. Facilitate in the development and implementation of spare parts pricing strategy and business plans.

Dunbrae Subic Incorporation

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| 11. Regularly speak to customers (both internal and external) to get feedback on their customer service experience and incorporate this feedback into the training and development of the team. |
| 12. Hire, train, prepare and motivate team members to provide excellent customer experience. |
| 13. Identify risks within the process and team (people) and manage these risks: i.e. key man risk – ensure succession planning, cross-training for back up, etc. |

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Working with HR and Recruitment to drive the recruitment & selection of Team Leader and Team Members.	Attracting and retaining the right talent
As a department head, drive and support management initiatives and projects to put in place a Monthly Performance Review Pack to show the team's performance and ultimately, help management make decisions	Production of Monthly Performance Review Board to be presented to the Senior Management Team
Provide leadership, development and coaching to your Team Leaders and Agents. Actively engaging and supporting the development of your team to ensure improved performance.	Management Performance and Feedback
Regular meetings with stakeholders particularly, client managers in Australia to review stocks availability and our delivery dates to ensure we meet the client's business needs	Put a control and sanity check in place to flag inaccuracies in stock management files and reports
Educate the team about escalation and embed this in the day to day practice that team needs to flag or escalate matters according to criticality and urgency	Create an Escalation Guidelines for the team to use in making escalation decisions
Identifying what is ready to be invoiced from the daily Coles and Woolworths sales report	Pro-actively ensure equipment/items are invoiced accurately.
Contribute to the design and implementation of Change Programmes and Projects which impact the contact centre.	Change Implementation
Develop a culture where training and development are part of the team, identifying actions and working with contact persons to ensure the skills and knowledge are developed effectively.	Capital and Spares Team Development
Building and maintaining effective internal and external stakeholder relationships.	Customer Feedback Surveys
Ensure effective and consistent communication throughout the team, encourage feedback and customer insight in order to enhance the customer experience.	Team Member Shout Outs
Embed a performance culture, framework and review processes to achieve service levels and improvements against set targets.	Service Level Achievements against set targets

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Identifying and instilling best practice, processes and systems and drive continuous improvement environment.	Root Cause Analysis Regular Performance Review including error analysis
Create a safe place for engagement to maintain open and honest channels of communication at all levels across the business to facilitate best in class sharing.	Engagement from team, managers and other stakeholders
Ensures service targets, SLA's and KPI's are continually reviewed and expectations are met with optimum levels of quality & service delivery.	SLA and KPI reporting
Working collaboratively with other members of the service department	Evidence of effective internal/external relationships No. of commendations/complaints received regarding quality of work and attitude
Any other duties, consistent with the role, or duties required from time to time by the FOS Customer Service Manager, or other department managers.	
Demonstrate a high level of professional and personal standards and conduct.	360 Feedback from team, peers and manager
Observe OH&S and company policies.	Pro-actively ensure up to date knowledge of and compliance with OH&S policies and procedures and participate in their further development by identifying risks and escalating them appropriately. Observe company policies

COMMUNICATION (regularly communicates with)

FOS Operations Manager, National Logistics General Manager, National Technical & Training Manager, Service Managers, Coordinators, Service Technicians, Customer Escalations Specialist and Spare Parts Staff, Spare Parts Purchasing Officer, Australian Warehouse staff, Allied Hardware and National Logistics General Manager, Branch Manager in Global Beverage Solutions, Customer Support Coordinators, Service Managers, Storeman/Warehouse Supervisors, International Purchasing & Shipping Officer, Coles Manager Construction & Store Design, Coles Manager Merchants & Procurement, National Project/Install Manager, National Project/Install Manager, Australian & Pacific Islands Bakery & Independent Supermarket Manager, Production/Operations Manager, Import/ Export Manager, Store Person, Administration Manager, Capital Sales Support Team, Coles Capital Inventory Manager.

SKILLS AND EXPERIENCE	DESIRABLE	ESSENTIAL
EDUCATION		
Bachelor's Degree		✓
Graduate Studies	✓	
WORK EXPERIENCE		
Minimum of 5 years of supervisory or management experience in a customer service industry.		✓
TECHNICAL KNOWLEDGE		
Proficiency in MS Office.		✓
Working with a purchase order processing or accounting system (ideally Eclipse)		✓
Advanced skills in the Microsoft Office suite, especially Excel	✓	
LANGUAGE SKILLS		
Level 5 (Excellent Working Knowledge) Speaking/Reading English language is required		✓

SKILLS, ABILITIES & COMPETENCIES, AND QUALITIES

Hardworking, energetic individual, Detail oriented, Problem Solver, Superior Customer Service skills, Think outside the box, Ability to multi-task and make good decisions, Ability to manage and motivate a team, Ability to work under pressure and balance the competing demands of several managers, Proactive approach, Excellent level of integrity, Trustworthy and target-oriented, Ability to work autonomously

JOB SPECIFICATION ACCEPTANCE

EXPLAINED BY:		
Supervisor / Manager Name	Signature	Date
ACCEPTED BY:		
Employee Name	Signature	Date