

Southern Milk Transport

Position Description

Position: Shift Supervisor - Whanganui
Responsible to: National Logistics Manager
Purpose: To effectively manage the milk collection transport jobs as directed, direct most appropriate resources for each shift, and maintain communication with staff on shift.

| Key Tasks | Performance Standard |
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| Day Shift Tasks | <ul style="list-style-type: none"> • Ensure all required drivers are present. • Input collection data onto milk collection spreadsheet from trucks as they come in. • Sort any issues or problems from the previous night shift. • Make sure trucks are out of the yard on time. • Print off staff names as a check sheet incase of an emergency. • Liaise with milk collection planning team and ensure all milk is collected as planned. • Allocate runs to trucks in a safe, efficient and timely manner using the Market 2X Dispatch tool. • Follow and monitor all truck pick ups. • Empty chilly bins and put away, clean chilly bins when required. • Ensure night shift first runs are published and trucks are away on time for night shift. • Ensure compliance of the Risk Management Programme (RMP) at all times. • Complete all compliance tasks as stated in the RMP at the required intervals, this includes but is not limited to tanker swabbing, CIP's, Log sheet completion. |
| Night Shift Tasks | <ul style="list-style-type: none"> • Ensure all required drivers are present. • Input collection data onto milk collection spreadsheet from trucks as they come in. • Print off staff names as a check sheet incase of an emergency. • Allocate runs to trucks in a safe, efficient and timely manner using the Market 2X Dispatch tool. • Follow and monitor all truck pickups. • Empty chilly bins and put away, clean chilly bins when required. • Ensure the compliance of the RMP at all times. • Complete all compliance tasks as stated in the RMP at the required intervals, this includes but is not limited to tanker swabbing, CIP's, Log sheet completion. • Make sure milk samples are ready for collection in the morning. |
| Milk Testing | <ul style="list-style-type: none"> • Adhere to all procedures for testing milk. |

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| | <ul style="list-style-type: none"> • Ensure milk passes all tests before unloading. |
| Answering phone and RT | <ul style="list-style-type: none"> • To have professional manners when answering the phone, OCD entry gate and vehicle RT. |
| Shift Handover | <ul style="list-style-type: none"> • Run through any issues, problems, changes etc that has occurred in the previous shift, complete handover spreadsheet and email to designated staff. |
| Milk Reception | <ul style="list-style-type: none"> • To be responsible for cleanliness of the milk reception bays and carry out daily checks to ensure this is being upheld. |
| To be responsible for the effective control of the Milk Collection in the Wanganui region | <ul style="list-style-type: none"> • Ensure primary focus is on the effective dispatching of trucks and the receiving of milk and any other dairy products being delivered and utilization of staff and trucks. • Work with others in the operation, maintain regular communication, and be a team player. • Allocate resources to meet the collection expectations. • Ensure milk passes tests before starting pumps. • If issues arise, follow procedures. • Ensure CIP's are done accordingly. • Maintain simple, clear and efficient systems to enable quick tracking of work in progress, work completed. • To be able to deal with situations as they arise with expediency. |
| To effectively liaise with customers | <ul style="list-style-type: none"> • To have phone manners if catering for a request. • To keep customers informed of progress on work whenever they request information. |
| To maintain communication with others in the organization | <ul style="list-style-type: none"> • To maintain effective communication with other supervisors, managers and vehicle operators. |
| Ensure all employees are managed affectively | <ul style="list-style-type: none"> • Ensure good working relationships are maintained with Sharp as, SMT and other contractor employees • Ensure that all employees have the knowledge, skills and necessary resources to achieve the companies' goals and objectives, and take appropriate action to address any shortfalls. • Ensure all incidents of underperformance are accurately recorded including any follow up action taken by the employee's manager or supervisor. |
| To be responsible for the milk collection logistics during the shift | <ul style="list-style-type: none"> • To manage logistical operations of the fleet on your shift and to ensure the current very good return the fleet generates is maintained. |
| Adhere to all health and safety policies and procedures | <ul style="list-style-type: none"> • Understand and meet obligations as required of the Health and Safety at Work legislation. • Read, understand and adhere to all health and safety policies, procedures contained in the Southern Milk Transport Limited Health and Safety Management Plan. • Ensure all incidents, near misses, accidents, injuries and serious harm incidents are reported and recorded in Assura. • Ensure all emergency procedure are understood and adhered to. Shift Supervisor is fire warden in emergency |

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| | <p>situations.</p> <ul style="list-style-type: none"> • Report any concerns with training or induction of new employees to the Sharp As operations manager or transport manager. • Understand and adhere to the “Visitors to the Workplace” policies and procedures contained in the Southern Milk Transport Limited Health and Safety Management Plan • Understand and adhere to the “Bullying and Harassment” polices and procedures contained in the Southern Milk Transport Limited Health and Safety management plan. • Understand and adhere to the “Drug and Alcohol” policies and procedures contained in the Southern Milk Transport Limited Health and Safety Management Plan. • Ensure all of your team understand and adhere to all health and safety policies and procedures. • Attend and contribute to health and safety committee meetings when required. |
| To complete any other assignments, projects or responsibilities delegated or assigned by the managing director or operations manager | <ul style="list-style-type: none"> • Ensure all other tasks, projects, assignments or responsibilities delegated or assigned by the Group Transport Manager, National Transport Manager or National Logistics Manager are completed accurately, professionally and in a timely manner. |
| Team responsibilities | <ul style="list-style-type: none"> • Effectively communicate with the other shift supervisors as required. • Act as an effective team member, including communication effectively with entire team. • Help to create a fun, supportive environment to work in. • Contribute to the team, letting others know information that may be useful or important. • Help and support others in the team if needed. • Have a good attitude to learning new things and using this knowledge. • Work productively as part of the team. |
| RMP (Risk Management Plan) | <ul style="list-style-type: none"> • Comply with allocated tasks and requirements of the RMP. |

Person Specifications

1. Core Competencies

| Competency | Definition |
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| Analysis and Problem Solving, Organization | <ul style="list-style-type: none"> • Secures relevant information and identifies key issues and relationships for a base of information. • Commits to an action, after developing alternative options, which takes into account resources and constraints. • Is able to proactively find solutions to a situation, and be ready to alter existing solutions at short notice. |
| Communication | <ul style="list-style-type: none"> • Express ideas efficiently, and is able to do so to employees, and customers at the level suitable for the situation. |
| Customer Service orientation | <ul style="list-style-type: none"> • Proactively develops customer relationships, anticipating and providing solutions to customer needs. • Reinforces the importance of quality customer service through all levels at the depot. |
| Delegation of authority and responsibility | <ul style="list-style-type: none"> • Allocates decision making authority and tasks responsibilities to appropriate subordinates, utilizing subordinates time, skills and potential effectively. |
| Teamwork/Collaboration | <ul style="list-style-type: none"> • Works effectively with employees to accomplish goals. • Takes actions that respect the needs and contributions of others. |
| Pro – Active Thinking | <ul style="list-style-type: none"> • Is able to think of better ways to help the company to grow in terms of acquiring new work. • Is able to consider improvements where the company can perform more effectively in its internal operations. |
| Tolerance and Stress | <ul style="list-style-type: none"> • Maintains stable performance under time pressure and/or opposition. • Relieves stress in a manner that is acceptable to self, others and organization. |

2. Qualification

- Current First Aid Certificate

3. Experience

- Preferable with previous experience in the transport industry
- Computer literate
- Organizational and management skills

Agreed by:

Job Holders signature _____

National Logistics Manager Signature _____

Date _____