



POSITION DESCRIPTION

OUR VALUES



Safety First



Customer Obsession



We Take The 'Waste' Out



Insist On The Highest Standards



Apply Relentless Grit & Accountability



Constantly Curious



Celebrate

POSITION DETAILS	
Position Title	Assistant Depot Manager
Function	Operations
Business Unit	Return It
Location	Melbourne
Direct Report to	Area Manager
Direct Reports	
Job Type	Permanent/full-time, Casual/part-time
Date Document Created	18.7.23

PRIMARY PURPOSE
The Assistant Depot Manager at Return-It will support the Depot Manager in overseeing the day-to-day operations of the depot. This role is critical in ensuring efficient and smooth operations, as well as maintaining a positive customer experience.



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KEY PERFORMANCE AREAS & ACCOUNTABILITIES	
Key Result Areas	Accountability
Depot Operations	<ul style="list-style-type: none"> ▪ Coordinate with logistics and transportation teams to ensure timely and cost-effective delivery of goods to customers. ▪ Identify areas for improvement in depot operations and customer service. Work with the Depot Manager to implement changes that enhance efficiency and customer satisfaction. ▪ Utilise data and reports to analyse key performance indicators (KPIs) related to depot operations and customer experience. Use this information to make informed decisions and improvements.
Customer Service	<ul style="list-style-type: none"> ▪ Maintain a strong focus on providing exceptional customer service and ensuring customer satisfaction. ▪ Resolve customer complaints and inquiries in a timely and professional manner. ▪ Implement strategies to enhance the customer experience and build long-term customer relationships.
Communication	<ul style="list-style-type: none"> ▪ Foster open communication and a positive work culture among depot staff. ▪ Encourage teamwork and collaboration to achieve common goals.
Health and Safety	<ul style="list-style-type: none"> ▪ Ensure that all health and safety protocols are followed in the depot, creating a safe working environment for employees and customers alike.

QUALIFICATIONS & EXPERIENCE	
Experience and Key Attributes	<p>Required:</p> <ul style="list-style-type: none"> ▪ Previous experience delivering face-to-face customer service desirable ▪ Strong organisational and time management skills



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	<ul style="list-style-type: none">▪ Strong communication skills with the ability to develop rapport with a broad range of customers▪ Ability to work independently and as part of a team.▪ Strong attention to detail and accuracy
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The above Position Description reflects the essential functions of the position at this time; however, this list is not finite, and duties may change as required, at the discretion of senior management.