

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 | 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 Depot Manager plays a crucial role in overseeing the operations of a Return-It Depot. They are responsible for managing the day-to-day activities and ensuring the smooth functioning of the depot in a retail environment, with a relentless focus on the Customer Experience

KEY PERFORMANCE AREAS & ACCOUNTABILITIES

| Key Result Areas | Accountability |
|--------------------------------|--|
| Leadership / Management | <ul style="list-style-type: none"> Provide strong leadership to the depot team, inspiring and motivating them to achieve high levels of performance. Recruit, train, and develop staff members, ensuring they have the necessary skills to carry out their duties effectively. Set performance goals and objectives for the team, and regularly provide feedback and performance evaluations. |



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| KEY PERFORMANCE AREAS & ACCOUNTABILITIES | |
|--|---|
| Key Result Areas | Accountability |
| Depot Operation | <ul style="list-style-type: none"> ▪ Oversee all aspects of depot operations, including cleaning, housekeeping, inventory management, and order processing. ▪ Monitor and maintain adequate labour models to meet customer demand and minimise ineffective labour spend. ▪ Coordinate with Logistics Partners to ensure timely collection of Bulk Bins and resolve any supply chain issues. ▪ Implement and enforce operational policies and procedures to improve efficiency and productivity. |
| 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. |
| Financial Management | <ul style="list-style-type: none"> ▪ Prepare and manage the depot budget, ensuring financial targets are met. ▪ Monitor expenses and identify areas for cost reduction and operational efficiency. ▪ Analyse revenue/volume data and trends to identify opportunities for growth and increased profitability. ▪ Prepare regular reports on depot performance, including sales figures, inventory levels, and operational metrics. |
| Communication | <ul style="list-style-type: none"> ▪ Communicate effectively with senior management, providing updates on depot operations and performance. ▪ Collaborate with other departments, such as logistics, marketing, and human resources, to ensure smooth coordination and alignment of goals. ▪ 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. |



POSITION DESCRIPTION

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

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.