

Position Description

Job Title:	Branch Manager (formally known as Station Manager)
Location:	
Reporting To:	Area Manager
Date:	November 2016

Organisation Chart

Customer Service Representative (CSR)	Automotive Technician
Assistant Manager	
Branch Manager	
Area Manager	

Purpose

To manage an engaged Branch Team to deliver excellence in Vehicle Assessments and other VTNZ services, achieving quality customer service and financial targets.

Key Result Area

Result Area	Activities	KPI's
Customer Service	<ul style="list-style-type: none"> ▪ Lead the team in delivering outstanding customer service in accordance with the Branches Customer CARE quick wins ▪ Ensures the Customer CARE Code is being adhered to ▪ Drive the upselling of additional products and services ▪ Manage customer complaint escalations ▪ Lead a safe and healthy environment for customers 	Positive customer feedback No breaches of Customer CARE Code Sales targets met or exceeded Improve customer return rates No work place injuries
Team Management	<ul style="list-style-type: none"> ▪ Lead the engagement activities in your team ▪ Manage, coach, guide and up skill team members so they are able to meet their performance expectations and strive for future career aspirations with VTNZ. ▪ Drive the implementation of change initiatives by actively promoting to the team and leading by example ▪ Proactively facilitates the communication of company information to the team ▪ Actively maintain performance planning for all team members ▪ Manage the recruitment and exiting of team members as required 	Engagement target achieved Voluntary Turnover <12% 1-2-1 conducted fortnightly Development plans in place for all team members Personal grievances minimised Change implemented successfully and on time Team brief conducted Annual Performance Review conducted
Operational Excellence	<ul style="list-style-type: none"> ▪ Manage the team to deliver vehicle Assessment and related services following VTNZ best practice ▪ Complete vehicle Assessment services as appropriate to the branch requirements ▪ Manage the team to deliver vehicle and drivers licence administration services, where 	Services delivered within acceptable timeframe and to established standards No NZTA complaints No customer claims Suggestions entered into CIP

	<p>relevant, following VTNZ best practice</p> <ul style="list-style-type: none"> ▪ Complete front counter services as appropriate to the branch requirements ▪ Identify opportunities to improve Branch processes ▪ Proactively manages the rostering of staff to meet the annual leave, workload, relief requirements, training and customer needs 	<p>Productivity targets achieved VTNZ and NZTA audit requirements met</p>
Financial Management	<ul style="list-style-type: none"> ▪ Achieve all financial targets ▪ Financial projections are accurate ▪ Maintain an up to date knowledge of the current financial position and implement initiatives to rectify where required ▪ Promote business initiatives to improve Branch profitability ▪ Manage branch stock in line with company policy and process 	<p>Financial plan achieved or exceeded Within+-10% actual</p> <p>Financial targets achieved Stock levels maintained at required level stock takes completed accurately on time</p>
Sales and Marketing	<ul style="list-style-type: none"> ▪ Implement and drive sales and marketing initiatives ▪ Proactively manage relationship with customers by meeting regularly to address any potential issues and identify sales opportunities 	<p>Sales and marketing targets achieved Customers retained and revenues grown</p>
Policy and Processes	<ul style="list-style-type: none"> ▪ Promote and support company practice and processes and procedures ▪ Promote and adhere to the Code of Ethics and Code of Conduct ▪ Adhere to all relevant security policy and practices to maintain security of company property ▪ Implement Branch H&S plan ▪ Conduct bi monthly hazards checks ▪ Complete Accident Incident Report forms ▪ Assist with the rehabilitation of injured team members ▪ Report serious harm injuries ▪ Conduct bi-annual trial evacuations ▪ Induct and supervise contractors 	<p>NZTA and VTNZ audit requirements met No ethical breaches Company assets protected Branch specific objectives and hazards included in plan Bi monthly hazard form completed Accident and Incident Report forms accurately completed before the person finishes work for the day Rehabilitation plans actioned Serious harm accidents reported immediately to AM and scene frozen Bi annual evacuations completed and Trial Evacuation Report completed Branch H&S Induction for contractor documented and signed off</p>
Other duties	<ul style="list-style-type: none"> ▪ Carry out other duties as and when required. 	<p>Timely and accurate response.</p>

Experience and Qualifications

- 3 years minimum experience in a supervisory or management role
- Industry experience preferable

Role Specific Competencies

Action Oriented (1)	<ul style="list-style-type: none"> ▪ Is action oriented and enjoys working hard ▪ Seizes opportunities and enjoys a challenge ▪ Comfortable acting with a minimum of planning
Approachability (3)	<ul style="list-style-type: none"> ▪ Builds strong rapport, is easily approached and a good listener ▪ Is sensitive to and patient with others, and makes the effort to put others at ease ▪ Gathers information in time to do something about it
Conflict Management (12)	<ul style="list-style-type: none"> ▪ Sees conflict as an opportunity ▪ Can read a situation easily and work through disputes equitably ▪ Finds common ground with gathers cooperation from others
Confronting Direct Reports (13)	<ul style="list-style-type: none"> ▪ Reviews performance regularly and holds applicable discussions ▪ Deals effectively with problem direct reports in a firm and timely manner ▪ Can make the tough decisions when all other efforts have failed
Timely Decision Making (16)	<ul style="list-style-type: none"> ▪ Decisions are made in a timely manner ▪ Ability to make decisions under tight deadlines and pressure with incomplete information at times
Delegation (18)	<ul style="list-style-type: none"> ▪ Delegates routine and important tasks in addition to decisions ▪ Shares both responsibility and accountability ▪ Trusts others to perform and allows them to complete own work
Directing Others (20)	<ul style="list-style-type: none"> ▪ Establishes clear directions and communications and maintains a two way dialogue ▪ Appropriately distributes the workload in a well planned and organised manner ▪ Brings out the best in others
Time Management (62)	<ul style="list-style-type: none"> ▪ Efficient and valued use of own and others time, getting more done ▪ Can attend to a broad range of activities ▪ Concentrates efforts on important priorities

Organisational Competencies	
Customer Focus (15)	<ul style="list-style-type: none"> ▪ Acts with a customer focus ▪ Is dedicated to meeting customer expectations and needs – both internal and external ▪ Establishes and maintains effective relationships with customers ▪ Gains customer trust and respect ▪ Utilises customer information for improvements
Ethics & Values (22)	<ul style="list-style-type: none"> ▪ Aligns actions and words to VTNZ's code of ethics and values. ▪ Acts in line with those values at all times
Integrity & Trust (29)	<ul style="list-style-type: none"> ▪ Is widely trusted by others and is seen as a truthful person ▪ Keeps confidences ▪ Admits mistakes and doesn't misrepresent self for personal gain
Listening (33)	<ul style="list-style-type: none"> ▪ Practices attentive and active listening ▪ Has the patience to listen to others point of view, even when disagreeing
Motivating Others (36)	<ul style="list-style-type: none"> ▪ Creates an environment where others want to succeed ▪ Can motivate other team members and direct reports ▪ Makes others feel important ▪ Is someone others enjoy working with ▪ Empowers others, invites input and shares ownership
Drive for Results (53)	<ul style="list-style-type: none"> ▪ Exceeds goals successfully ▪ Is consistently a top performer ▪ Pushes self and others for results
Building Effective Teams (60)	<ul style="list-style-type: none"> ▪ Creates strong morale and a feeling of belonging within the team ▪ Shares wins and successes ▪ Maintains open dialogue with others

_____/_____/_____
Branch Manager

_____/_____/_____
Area Manager