

## Position Description

Position	Office Manager
Reports to	Josh Brownlie
Location	25 Edward Street, Oakleigh VIC 3166

## Purpose of the position

The Office Manager is critical in terms of customer engagement, scheduling and ultimately the profitability of Bulleen Screens.

The role works closely with the Business Manager to ensure efficient business operations, administrative and reception support as well as an engaging workplace culture and customer experience.

## Key responsibilities

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| Customer and sales support                          | <ul style="list-style-type: none"> <li>• Act as the first point of contact for customers and potential customers.</li> <li>• Assist customers who come to the Company's office/showroom with their enquiries.</li> <li>• Respond to customer enquiries including product, pricing and other questions within four hours.</li> <li>• Schedule action for incoming order or quote request within six hours.</li> </ul>  |
| Production and installation planning and scheduling | <ul style="list-style-type: none"> <li>• Book work requests from customers including planning and scheduling completion dates.</li> <li>• Co-ordinate with the Installers, the factory and customers to ensure that workloads are able to be delivered in line with customer commitments. This includes providing draft schedules for use by the factory &amp; Installers.</li> <li>• Confirm dates and appointments with Customers in the days prior to job completion dates and providing finalised schedules for use by the factory and Installers.</li> <li>• Prepare delivery manifests for delivery drivers.</li> </ul> |

- Prepare production orders from window and door schedules for major customers using the in-house software & spreadsheets.
- Develop a clear understanding of the Company's product lines, manufacturing and installation requirements and the pricing ramifications on those products and services.
- Ensure that the installer's / customers paperwork includes legible drawings, measurements and notes relating to their in-field and production tasks. Prepare pricing for customers using the appropriate Company price lists.

Accounts, orders and performance monitoring

- Prepare and deliver invoices and collection of payment from some customers and processing credit card payments from some customers.
- Collect and prepare summaries of various KPI's for the Company. This includes the further development and monitoring of KPI's related to efficient processing of customer quotes and orders.
- Assist the Company with ordering materials from suppliers.

Health, safety and security

- Take care of own safety and that of co-workers
- Identify and communicate opportunities to improve health and safety
- Report all safety incidents and hazards
- Comply with all reasonable Occupational Health & Safety directives, particularly in relation to the correct use of ladders.
- Safeguard all builder master keys held in the Office.
- Safeguard all equipment provided by the Company in good condition.

Other

- Ensure stationary is replenished as needed (and never runs out) and that office equipment is repaired and maintained by the Company as necessary.
- Prepare weekly issues and performance updates for toolbox meetings.

## Behavioural requirements

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| Interest in learning                     | <ul style="list-style-type: none"><li>• Continually develop product knowledge and any production or installation issues that surround them.</li><li>• Take part in learning activities in a way that makes the most of the learning experience (e.g., takes notes, asks questions, does required tasks).</li><li>• Readily absorb and comprehends new information from learning experiences.</li><li>• Put new knowledge, understanding, or skill to practical use on the job.</li></ul>  |
| Attention to detail                      | <ul style="list-style-type: none"><li>• Has exceptional attention to detail and accuracy on a very consistent basis avoiding small errors that can require Installers to return to site. This applies to reading, interpreting, writing, calculating, filing etc.</li><li>• Has an ability to recall jobs, to know where to locate source paperwork (i.e, what stage it is at in the cycle, what was unusual about it, what someone generally might be asking about it etc).</li><li>• Accurately and carefully follows established procedures for completing work tasks.</li><li>• Vigilantly watches over job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.</li><li>• Initiates action to correct quality problems or notifies others of quality issues as appropriate.</li><li>• High degree of care and skill in preparation of pricing of the Company's products and services.</li></ul> |
| Outstanding interpersonal skills         | <ul style="list-style-type: none"><li>• Be able to develop great relationships with Installers, factory employees and Management.</li><li>• Provides leadership, coaching and direction to other Office employees.</li><li>• Provides regular verbal and written communication to Installers and factory employees.</li></ul>   |
| Planning, scheduling and work management | <ul style="list-style-type: none"><li>• Apply spatial awareness of Greater Melbourne, Geelong &amp; Ballarat (with the help of Google Maps &amp; large Melways Maps) in order to minimise travel times between jobs (customers preferences &amp; availability permitting).</li><li>• Identify more critical and less critical activities and tasks; adjust priorities when appropriate.</li><li>• Ensure that required equipment and/or materials are in appropriate locations so that own and others' work can be done effectively.</li></ul>  |

- Effectively allocate own time to complete work; coordinate own and others' schedules to avoid conflicts.
  - Use time effectively and prevent irrelevant issues or distractions from interfering with work completion.
  - Able to manage multiple tasks without becoming overwhelmed with high work volumes.
  - Has an ability to manage and track the status of tasks to ensure that all tasks are completed efficiently.
- Customer service skills
- Greet customers promptly and courteously; give customers full attention.
  - Clarify customer requirements, asking questions to determine needs; listening carefully; providing appropriate information; summarising to check understanding.
  - Act promptly in routine situations; follow through on commitments; take opportunities to exceed expectations without making unreasonable commitments.
  - Take notes to share with others to ensure customer does not need to repeat their needs to another team member.
  - Handle upset or challenging customers by hearing them out, resolving issues appropriately, including being prepared to say no where appropriate, particularly in relation to production and delivery requirements.
  - Understand the nature and reasons for specific agreements in place for large or long term customers and implement them accordingly.

## Required minimum qualifications

N.A.

## Hours

This is a full time role requiring additional hours from time to time, particularly during the peak season from October to April.

The incumbent must be available to work between the period from 1 October until 1 April other than the Christmas / New Year shut down period.