

Southern Milk Transport

Position Description

Position: Shift Supervisor - Waikato
Responsible to: Operations Manager
Purpose: To effectively manage the milk collection transport jobs as directed, assign most appropriate resources for each shift, and to manage employees and maintain communication with them.

Key Tasks	Performance Standard
Day Shift Tasks	<ul style="list-style-type: none"> At the start of each crews return to shift run Team Talk Meeting along with crew health and safety rep. Take minutes and record all relevant details. 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 planner and ensure all milk is collected as planned. Allocate second and third runs to trucks as they return back to the yard using the Market 2X Dispatch tool Manage day to day distribution when collecting milk 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 at the end of dayshift 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. Follow and monitor all truck pickups. Allocate second and third runs to trucks as they return back to the yard using the Market 2X Dispatch tool Manage day to day distribution when collecting milk 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

	<p>tanker swabbing, CIP's, Log sheet completion.</p> <ul style="list-style-type: none"> • Make sure sample bins are adequately packed in time for collection in the morning. • Check dayshift farms are ok and print off first runs only and attach to clipboards.
Milk Testing	<ul style="list-style-type: none"> • Adhere to all procedures for testing milk. • 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 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.
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 transport operation in the Waikato region	<ul style="list-style-type: none"> • Ensure primary focus is on 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. • Organize and 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 request, temperature etc. • 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"> • To manage all crew members, and ensure good working relationships are maintained with them. • 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 overall running of all operations during the shift	<ul style="list-style-type: none"> • To manage operations of the fleet on your shift and to ensure the current very good return the fleet generates is maintained. • To ensure that present maintenance timetables of the truck fleet is done in the most effective possible way. • To ensure that priority will be given to the milk collection

	cartage.
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 the staysafe app. • Ensure all emergency procedure are understood and adhered to. Shift Supervisor is fire warden in emergency situations. • Report any concerns with training or induction of new employees to the 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" policies 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 on a bimonthly basis. • To ensure all employees are provided with appropriate safety equipment and personal protective clothing, and that these are worn at all times whilst undertaking those tasks which require it. • Ensure all drivers are taking their required rest breaks. • Ensure all drivers are trained against current standard operating procedures and have acknowledged the documents in Staysafe or any other system in place.
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 managing director or operations 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. <ul style="list-style-type: none"> • 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
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
- Organisational and management skills
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Agreed by:

Job Holders signature

Operations Manager Signature

Date
