

Position Description



Reports to:	Operations Manager (NSW)
Location:	Chill NSW, Brookvale
Subordinates:	Direct: Transport Coordinator(s), Key Account Coordinator, Drivers & Warehouse
Date:	
Status:	Full-Time
Job Title:	Transport & Logistics Manager
Grade:	Level 5
Name:	

Primary Purpose of Role:

TEAM OBJECTIVE: The Transport & Logistics Manager is responsible for the day to day activity of running the transport operations ensuring that the transport system, processes and people are fully operational. You are responsible for managing the execution, direction, and coordination of all transportation matters within the organisation.

PRIMARY JOB PURPOSE: Responsible for the day to day operations of the transport team and ensuring the workflow and supervision of the team is effective and obstacles to the process are cleared. You'll lead, empower and develop the **Transport and Warehouse business unit**. Safely and effectively manages its people, fleet, 3PL providers, budget, IT and other resources in a customer focused and cost-efficient manner to meet business requirements and support profitable growth.

You'll identify risks, issues and opportunities and deploys innovative solutions and techniques in response to them to improve Logistics delivery.

Overall Summary of the Role:

If you are looking for the right place to utilise your problem-solving skills and increase your management credentials, the Transport Manager role is the perfect opportunity for you. You have a high attention detail and a keen eye for error solving problems like a modern-day MacGyver with an analytical mindset.

Take the next step in your career and enjoy a hands-on job full of variety and challenges. You will be responsible for our transport and fleet, manage all shipping/receiving personnel, and have numerous opportunities to network with other departments and communicate directly with customers. We offer career development opportunities and the chance to lead a diverse group of hardworking employees. Bring your organisational skills and innovative solutions to a company that values them and get your career on the fast track to success.

Logistics is an increasingly prevalent term in business. This includes organising schedules & routes, ensuring that vehicles are safe and meet legal requirements by staying up to date with safety regulations and making sure that drivers are aware of their duties and their role in the chain of responsibility. (CoR)

While the role covers a range of functions, each with its own challenges and skills, the departments within Chill are all interdependent and yet you must work together and understand the impact on the whole supply chain to deliver results.

If approached dynamically with innovation and enthusiasm, Transportation Management is a greatly fulfilling role, providing the experience of a high-pressure environment with an array of varied tasks and duties. It's not for the faint-hearted. Transportation Management is a demanding job, with requirements to be on call out of hours and on weekends in case any urgent matter arises.

The management of the supply chain is recognised as one of the most important factors in making our company efficient and competitive in today's economy. You'll work closely with Chills Key Account Coordinator establishing and cultivating relationships with Chills current portfolio of clients, building trust and respect by consistently meeting and exceeding expectations with best-of-class services that delight both the shippers and end customers.

Goal: Results focused with a sense of business ownership. Transport & Logistics is the bread and butter of Chills business model. And therefore self-supporting and profitable returning min 70% GP and min 15% NP.

About Chill:

Chills purpose: Pioneering a new path and solving customer friction points, where the magic happens. Think. Differently.

Our promise: Make what we do easier for all. Smarter. Not harder.

Vision: Dedication to creating the most 'epic' customer experiences...ever and most admired & recognised in the industry for its people. **We do it differently.**

Mission: The experience IS the brand. We build, deliver & manage moments that matter for businesses & brands.

Values: **Integrity:** Seek clarity and follow through. Be brave and clear with your intentions by doing the right thing. **Teamwork:** Play together to win by helping our customers win. **Fun & Magic:** Moments that matter, most. Chillers, your values matter. They are your North Star. Work takes on new meaning when you feel you're pointed in the right direction. Otherwise, it's just a job. And life is too short for that. We need the best and brightest of you to lead. There's an opportunity to do work that's infused with moral purpose. So you don't have to choose between doing good and doing well.

Planet Chill: Chill aims to grow both the business and its societal impact. Chills goal is to improve the health and livelihoods of its people, while also cutting our environmental footprint in half by 2030 while making a significant impact on the world around us. Know that your hard work makes a difference beyond profitability. Kick ass work & life full of Yay! Create positive change-in-and through your life and work.

Core Capabilities: Being Purpose Driven. Performance Orientated & Principle Led. Place organisational purpose at the heart of our business model. Make sure our vision, strategy, brand and values are closely linked. Benchmark for what it takes to become a game-changer: Using our

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principles, to ignite the passions of our 60 + people, breathing new life into our already successful company.

What we do: *We're a full-service logistics agency specialising in first mile & last mile temperature controlled solutions & warehousing. We also Rent. Store. Sample & Build refrigerated vans, products & equipment of all shapes & sizes.*

How we do this: *We have a reputation for making our clients lives easy. At our core, we're in the business of awesomeness. We're our clients trusted advisors ensuring the safety and delivering of their products on time, every time. This is what it means to deliver moments that matter most. Smooth, fast and efficient.*

Position Type	STRATEGIC		TACTICAL WORK
	Entrepreneurial	Managerial	Technical
	"VISION"	"GETTING IT DONE"	"DOING IT"
Owner/Director(s)	60%	30%	10%
Senior Managers	20%	60%	20%
Managers	10%	50%	40%
Technical Roles	5%	5%	90%

Strategic = Defining the Results

Tactical = Producing the Results

Main Key Stakeholders

Main Internal Relationships:

- State Operations Manager:
- Transport Team + Drivers
- Warehouse, XP, Rental
- Financial Controller – Daily reporting & Liaison. Accounts Payable & Receivable
- Main External Relationships: 3PL's, Suppliers,

Hours of Work: Core hours are between 08:00 am –17:00 pm, with a high degree of flexibility required to meet the demands of the business.

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KEY RESULTS AREAS	
<p>Key Result Areas for this role include:</p> <p>Operational Efficiency. Planning. People. Money. Model.</p> <ul style="list-style-type: none"> ▪ To promote a sense of common purpose through the embodiment of Chills Mission, Vision and Values ▪ Oversee and approve the Transport Coordinator teams planning, costing and allocating routes and vehicles ensuring sufficient flexibility is in place to meet the varying and changing needs of customers. ▪ Provides creative, flexible, tenacious, diplomatic and consistent leadership to develop the Transport team. ▪ Ensures Health and Safety, Environmental and compliance, whilst delivering best in class customer service, measured against business KPIs for Safety, Service and Profitability. ▪ Understands and leverages the company's operating systems and communication devices, ensuring that all reporting staff are using the systems and devices correctly and in full, to the benefit of the operation. ▪ Focuses delivery on 'balanced scorecard' results and sustainable improvement through People and Financial resources, Customer Service and Business Processes. ▪ Oversees cost control and KPI performance, actively seeking to improve efficiency, reduce operating costs, increasing margin whilst meeting budget as a minimum. ▪ Works closely with the Key Account Coordinator to devise and deploy appropriate controls and procedures to effectively and efficiently manage all aspects of customer service and communication. ▪ Ensuring transport staff deliver the service appropriate to the changing needs of customers in line with relevant guidance and individual risk assessments. ▪ Plans driver resource strategically, tactically and operationally to utilise fleet to its maximum capacity, fully utilising software and hardware platforms. ▪ To take the lead in resolving unforeseen problems as they arise ensuring appropriate resolution of these and to utilise the learning to plan for future similar scenarios. ▪ To ensure high standards of service delivery through the consistent application of recognised standards and established policies, procedures and practices. ▪ To work in a safe and effective manner at all times To undertake any other duties related to the responsibilities of the post and which may be delegated by Chill management. <p>Business Development</p> <ul style="list-style-type: none"> ▪ Champions a 'customer first' approach. Understands and appreciates customer requirements and quality standards. Engages with internal and external customers to meet and exceed customer expectations. ▪ Liaises with the Transport Key Account Coordinator with meeting sales targets for your State transport division and team to drive performance and profitability <ul style="list-style-type: none"> ▪ Ensure quoting and sales enquiries lead generation into Chills CRM 	<p>Measurement</p>

<p>System - Hubspot</p> <ul style="list-style-type: none"> Attend weekly sales meetings and share current sales pipeline with the National team. <p>WHS & Compliance Management. Comply with laws, regulations and WHS requirements</p> <ul style="list-style-type: none"> Maintains an excellent working knowledge of, and works proactively and in accordance with, all current and anticipated legislative requirements and best practice relevant to the transport industry. Maintaining HACCP, Primesafe, DAFF, Local Govt records and compliance Responsible for organising and overseeing all health and safety checks and routine vehicles checks ensuring that all aspects of Health & Safety are adhered to, including WHS induction and training, operating procedures, reporting and emergency procedures. Understands and meets the company's Operating obligations ensuring that appropriate controls and procedures are rigorously enforced. Promote safe work activities by conducting safety audits, attending company safety meetings, or meeting with individual staff members. <i>Impeccable recordkeeping & data collection.</i> Register and license all vehicles, and keep inspections up to date in Fleetsu. You keep records to prove that the fleet company is in compliance with all state and federal regulations. <p>Financial Management (Profit and Loss)</p> <ul style="list-style-type: none"> Knowledge and understanding of all areas of the supply chain, budgets and financial controls, legislation and relevant fleet controls. Monitor spending to ensure that expenses are consistent with approved budgets. Manage logistics cost and ensure strict adherence to the logistics budget. Look for patterns to see areas where expenses can be cut or administrative costs may be reduced. Use Xero and Carton Cloud to prepare invoices and financial statements. Make certain that payments are received and processed in advance of adhoc jobs being undertaken. Gathering timesheets and invoices from staff and contractors AND liaise with accounts Coordination of invoice approval process. Code and file financial material according to established records management procedures. Review estimates and invoices for accuracy. Monthly reporting of deliveries and sales. <p>HR Recruiting. Induction. Coordinate Staff Training.</p> <p>Top Drivers & Warehouse Management</p> <ul style="list-style-type: none"> Recruiting and maintaining top drivers and driver teams, so the role requires excellent people and communication skills as well. Reliable drivers are essential to Chill's profitability. Poor drivers can be a problem, causing fines, lawsuits with erratic driving or tickets from speeding. Use Fleetsu to track drivers driving behaviour and monitor fleet vehicle 	
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<p>and locations</p> <ul style="list-style-type: none"> ▪ Review staff requirements & participate in recruiting activities, training & scheduling of direct staff under the transport & warehouse function <p>Performance Management</p> <ul style="list-style-type: none"> ▪ Provide feedback relating to staff performance reviews with your Operations manager and resolve conflict effectively inline with Chills Performance Management Guide and Policies. ▪ Monthly check-ins with your team members ▪ People are more likely to achieve objectives that they have helped to establish and believe to be important ▪ Feedback combined with self-appraisal provides greater levels of 'performance self-awareness' ▪ Help your team improve their performance by understanding the processes for measuring results and can monitor their progress towards these processes ▪ Joint responsibility for performance management between individuals and their managers best encourages development and achievement of objectives; ▪ Consistently promotes and adheres to Company policy, procedure and legislation, including but not limited to, that relating to health and safety. ▪ Recognise individuals achievements should be recognised and rewarded. <p>Fleet Management</p> <ul style="list-style-type: none"> ▪ The transportation function works seamlessly and meets profit goals, vehicles must be maintained in peak operating condition. ▪ Develop and implement a proactive, planned and structured approach to the maintenance of fleet vehicles, keeping within the designated budget and ensuring all vehicles used are fit for purpose and the customer experience is of a high standard. ▪ Ensure that all in-house vehicles are compliant with all legal, regulatory and contractual requirements, and where necessary escalating any identified issues and recommending resolution to the Ops Manager ▪ Set up maintenance schedules to ensure each vehicle is kept in top condition in efforts to side-step unexpected repairs and minimise costs by maximising fuel efficiency. ▪ Use Fleetsu to provide access to deep insights into every connected asset, immediately. Remove inefficiencies, improve safety and maximise ROI <p>3PL's. Internal & Stakeholders</p> <ul style="list-style-type: none"> ▪ Efficiently manages 3PL providers including, but not limited to, cost effectiveness, control of expenditure, service excellence and purchase order management. ▪ Effectively negotiate and drive resolution to resolve any issues with 3rd party suppliers ▪ Align with 3rd party carriers to ensure on-time delivery by tracking trucks for pick up, estimates times of arrival and delivery ▪ Works closely with the warehouse team and other key stakeholders to ensure that all logistics solutions are fully integrated and designed to improve customer service. <p>Measure Moments that Matter.</p> <ul style="list-style-type: none"> ▪ Ensure your team have a follow-up schedule of dates when clients need 	
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<p>to be contacted for reminders and 'nudges' to help them continue considering improvement measures.</p> <ul style="list-style-type: none"> ▪ Attend to customer questions, complaints and concerns immediately, and facilitate satisfactory resolution. ▪ Understand and appropriately use the company rate cards system and policies to quote on new & ad-hoc business enquiries. ▪ Ensure customer delivery performance on time in full per agreed service level standards and agreement. ▪ Maintain accurate pre-transport and post-transport administration. ▪ Make what we do easier for all by looking at ways to improve operational processes. ▪ Right product, right message, right temperature, every time. ▪ What does success look like for your customer and deliver it? Identify moments to win. <p>General and Administrative: Data Management</p> <ul style="list-style-type: none"> ▪ Cooperation with other departments (Warehouse, Finance, Rental, XP, Production) ▪ Ensures timely completion of all administrative processes. ▪ Creating transport reports, charts and analysis to recommend more cost-effective methods of transport ▪ Develop key client and stakeholder relationships to support Chill team and update CRM pipeline. ▪ Communicate effectively with your Ops manager and the accounts team, informing and updating them regularly to guarantee that sales and customer objectives are met. ▪ Complete projects and special assignments, establishing objectives ▪ Document control and keeping customers informed [invoicing, consignment notes, POD's] ▪ To ensure all contact information, specifics about the client and payment details are captured at the time of booking ▪ Make certain that payments are received and processed in advance of jobs being undertaken. (as mentioned above). ▪ Initiates and completes reports that include accident, incident and injury reports and procedures ▪ Ability to meet deadlines handles multiple inbound phone calls, return phone calls and maintain a positive attitude <p>Adhoc Duties</p> <ul style="list-style-type: none"> ▪ From time to time, work on ad-hoc projects and undertake other reasonable duties as required by senior management. ▪ Jumping in the trenches when all hands on deck are required, you'll need to support the team by jumping into a vehicle when necessary to fulfil the needs of our clients and orders 	
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SKILLS, KNOWLEDGE, EXPERIENCE AND BEHAVIOURS	
<ul style="list-style-type: none"> • Experience in office management • Proficiency in the use of computer programs • Transport Management Systems • Warehouse Management Systems • Accounting Systems (Xero) • Knowledge of relevant equipment, policies, procedures, strategy • 5 years (min) experience in Supply chain management and/or transport & logistics industry • Desirable bachelor degree in related fields (desirable) • Effectively negotiate and drive resolution to resolve any issues with 3rd party carriers • Management Qualification preferred • The individual must possess excellent computer skills (Excel / Word / PowerPoint/Google Suite of Products) • Commercially astute, analytical with a high degree of numeracy; • IT literate and able to leverage software and hardware platforms to advantage; • • Strong interpersonal skills and the ability to work well as part of a team, as well as manage people; excellent communication skills, both verbal and written. • Maintains a positive attitude toward continued learning and growth. • Ability to function effectively in stressful situations 	<ul style="list-style-type: none"> • Strong communication skills, both oral and written, to assist in effectively interacting with customers, suppliers, or employees within the company able to cultivate strong business relationships on multiple levels. • Great commercial awareness, as well as a strong knowledge of budget issues. • Extremely organised. You must be able to efficiently work within a high volume transport operation. • Sound understanding of basic accountancy and be numeric as this position requires involvement in managing budgets and the calculation weights and measures. • Due to the high level of machinery and the importance of time constraints, a Transport Manager must also be safety conscious with a full knowledge of the transport operations and maintenance and be detail conscious with regards to the vehicles themselves and route planning. • Resourceful & results driven • Clean drivers license
ACCOUNTABILITY TIME %	
<ul style="list-style-type: none"> • Customer Account Service & Business Development • Operational Efficiency • HR/Recruitment/Induction/Performance & Training • Financial Management, Reporting • Compliance Management • Other/Assigned Tasks 	<ul style="list-style-type: none"> • 15% • 30% • 20% • 15% • 15% • 5%
Behavioural Competencies	
Leadership Definition:	

- Inspires others to achieve personal and organisational goals. Description: Adapts leadership styles to suit different situations. Gains commitment from team to ensure an effective service is provided. Motivates individuals to achieve personal goals. Earns respect by setting a positive example through own behaviour.

Effective Communication Definition:

- Delivers clear and accurate information in the most appropriate way. Description: Uses appropriate language in all situations. Produces concise and effective written communication to deadline. Is able to explain why decisions are made. Leads discussions and influences others.

Personal Effectiveness Definition: Self Leadership

- Takes responsibility for own performance in order to achieve best practice and organisational excellence. Description: Adapts working practices to achieve results. Addresses challenging situations and reaches solutions. Responds to feedback as a source of improving own effectiveness. Highly adaptable to organisational change. Takes responsibility for self-development.

Build Constructive Working Relationships Definition:

- Works with others in a positive manner to achieve outcomes that support Capability's Mission. Description: Fosters good working relationships with others based on trust and respect. Reviews staff working methods to encourage ongoing improvements. Shares knowledge and information with others. Looks at the situation from others perspectives

Respect Diversity and Equality Definition:

- Demonstrates an understanding of Diversity and Equality issues affecting Capability Description: Demonstrates through practice a thorough understanding of diversity issues as they affect capability and those that using its services. Sets clear standards and leads by example. Values the opinion of others, taking account of their diverse backgrounds. Is respectful and diplomatic at all times when dealing with others. Raises awareness of equality and diversity issues, including ensuring all staff understand what diversity and equality mean.

GRIT: Definition:

- Passion and sustained persistence applied toward long-term achievement. Grit is an attitude, a belief that you can conquer anything if you stick with it. It is a belief in yourself, a determination to win, a plan for success. It's sticking to a job until "it sticks to you." It's not giving up, nor giving in. It's putting your best into a project, role and life.
- **Courage** helps fuel grit: Stand up for what you believe and do the right thing. Openly share failures and lessons learned. Work/life seems to constantly offer challenges that stretch us or block us. Embrace it as a part of the learning process and understand that there are valuable lessons in defeat/mistakes and that perseverance is essential for excellence. *Courage is like a muscle that needs to be exercised daily; if you do, it will grow and if not, it will atrophy.*
- **Resilience** is the ability to perform effectively when faced with time pressures, adversity, disappointment, or opposition. By remaining focused, composed, and optimistic in difficult situations and bouncing back from failures or disappointments while learning to manage your energy - physically, mentally, emotionally and spiritually. *If you make a mistake or fail, shake it off; learn from your mistakes and come back swinging!*
- **Self Aware & Achievement Orientated:** recognition of his/her own relative strengths and weaknesses, and the impact they have on one's ability to accomplish goals and function effectively with other people. In other words, follow through on commitments to a high standard and complete the task at hand. It is important to commit to go for the gold rather than just show up for practice. Self aware people are efficient and organised. They show self-discipline, act dutifully, and aim for achievement.
- **Chills Purpose & Passion** "Think. Different. We believe in pioneering new paths by solving customer friction points. Our success was born because we always looked at a problem from a different angle and a passion to deliver. We love making cool things

- happen. ***We do it better.***
- **Excellence:** Excellence is an attitude & habit not the endgame. It is the attitude of an ongoing quest for improvement to be the best you can be but allowing for disappointment to prioritise progress over perfection and/or procrastination

Organisational Key Result Areas

For all admin to Senior level employees of Chill

Values, culture and leadership. Customer/Client Satisfaction (Moments that Matter)	<ul style="list-style-type: none"> • Consistently displays and demonstrates Chills values • Promotes a positive and supportive working environment • Models optimistic and resourceful behaviour • The policies, procedures and values that determine how our people provide service, and to what degree our clients/customers' needs will be satisfied
People	<ul style="list-style-type: none"> • Our purpose, our legacy. Why are we here? • The number, positions, qualifications, pay scales, benefits, and training/development needs of our people at all levels • How Chill compensates; recruits, hire, appraise performance, promote and transfer • Chills organisation's policies & structure
Model	<ul style="list-style-type: none"> • The methods, principles and technologies used, the "way we do things," to ensure the best use of human, financial and equipment resources to generate profit and satisfy our customers by meeting & keeping promises • i.e Systems, procedures, technology, projects
Money	<ul style="list-style-type: none"> • The gross or top line billing/invoicing produced by all operational activities at Chill • Sales, budgets, income, revenue • 70% GP and 15% NP
Best practice and governance	<ul style="list-style-type: none"> • Acts in accordance with Chill's organisational policies, procedures and relevant legislative requirements • Takes responsibility for ongoing learning and development to ensure adherence to relevant professional and legislative requirements
Risk Management	<ul style="list-style-type: none"> • Takes reasonable care for the health and safety of themselves and others especially at inductions through Process Street • Proactively ensures a safe operating environment by adhering to all OH&S requirements
Data Management	<ul style="list-style-type: none"> • Ensures proper documentation is kept and filed in a timely and efficient manner • Ensures data is captured completely, accurately and is up to date for all relevant systems
Community Image. Brand Personality (How does the	<ul style="list-style-type: none"> • Approachable • Trustworthy

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brand behave. What do we want the marketplace to think & feel about Chill)	<ul style="list-style-type: none">• Exciting & Bold• Challenge the Norm
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