

Field Support Supervisor - VIC

Position Description



Position Title:	Field Support Supervisor - VIC		
Reports to:	Head of Customer Experience		
Direct Reports:	Field Support Technicians		
Financial Delegations:	None		
Division:	Customer Experience	Dept:	Field Support
Location:	Australia	Date:	01/08/16

Company Overview

insignia is a national label manufacturing business with a strong focus on quality – Quality award-winning labels, quality brands, quality service and quality people. insignia has been helping their customers with printed & blank labels, portable & desktop printers, automated print-&-apply applicators, and coding & marking systems for over 40 years.

Mission Statement: Through people, process and passion, build a labelling and coding business which delivers unprecedented delight to customers resulting in long term security and opportunity for us all

Group Cores Values: Honour; Ownership and Commitment; Change for Strength; Diligence

Position Overview & Organisational Requirements

Position Summary:

Lead the Field Support team to deliver a high level of customer experience through technical support and machine installations. This role will also drive improvements in process and systems within the department.

Organisational Requirements:

- All positions within the Winson Group will support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees are required to act in accordance with the company's stated values and behaviours, customs and practices.
- Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.

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Key Responsibilities

- Display behaviours consistent with the stated Winson Values

Technical Field Support

- Ensure all Field Support Technicians are trained and capable to perform breakdown repairs, preventative maintenance and installations across all product areas.
- Lead from the front by being visible to customers, accompanying technicians to see major customers
- Provide guidance and support in resolving complex customer issues
- Supervise RMA approvals for returned failed components from technicians
- Drive and implement improvements to insignia's technical service processes
- Manage and report on inventory and stock issues for your team
- Maintain and acquire necessary knowledge on directly related topics such as technology, project management practices, ERP system, finance, standards, leadership
- Provide specialist advice to team members, and act as a technical expert for the team.
- Work collaboratively with the Project Manager for the region, to ensure adequate support is provided through the local technicians

People Management

- Lead and motivate direct reports to achieve collective outcomes, ensuring high levels of customer satisfaction
- Ensure employees are performing all required responsibilities to set benchmarks, providing coaching and guidance where required
- Actively communicate corporate objectives and plans to the team
- Participate in the recruitment and selection of new team members
- Undertake annual performance reviews, including follow up coaching or development plans when required
- Create, review and maintain all required position descriptions in consultation with Manager and People & Culture
- Work with People & Culture to develop and maintain MAKE Model Learning Plans for direct reports
- Support and arrange additional learning and development opportunities for team members with suppliers
- Complete payroll timesheets and other pay related activities for assigned team members

Continuous Improvement and General

- Participate in Continuous Improvement processes and projects, always keeping the customer experience front of mind

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- Collaborate with other Customer Experience Managers to create a supportive team culture internally that is focused on delivering excellent customer experience
- Contribute to the creation and delivery of the department OGSM plan
- Undertake OHS compliance process reviews including risk analysis, and associated documentation, in cooperation with the OHSQ department
- Demonstrate a commitment to company values, providing coaching and support to team members

Key Competencies/Experience

Key Competencies

- **Leadership:** Experience in leading and managing people with the ability to lead, influence and drive for results. Proven experience with budget preparation and control, and preparing and presenting reports to senior management.
- **Accountability:** Takes ownership for actions; follows through on commitments and meeting deadlines.
- **Technical:** High level of technical aptitude for electro/mechanical systems and software, ability to quickly obtain technical knowledge and skills
- **Customer Care:** Anticipates and responds to customer needs by seeking and acting on their feedback. Collaborates internally to create the best outcome for the customer. Has knowledge of principles and processes for providing high levels of customer service.
- **Builds and sustains relationships:** Establishes open and trusting relationships. Builds, maintains and leverages relationships both within and outside the organisation; influences key decisions, experienced with contractual agreements with customers and vendors.
- **Problem Solving:** High level conceptual and analytical skills and the ability to identify appropriate solutions that meet business needs and objectives
- **Continuous Improvement:** Demonstrated ability to implement and use CI/ LEAN tools, visual measures, practices and behaviours
- **Project Management:** An understanding of contemporary project management strategies, tactics and systems, with the ability to identify critical paths, risks, and success measures.

Experience

- 5+ years' experience in a Field Service or Technical Service position
- 3-5 years' experience in leading a team
- Some experience with identification or coding products, desirable
- Project Management experience desirable

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Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Zero Harm benchmark of safety measures as per OGSM
- 100% of revenue and profit budget for region
- Increase preventative maintenance work in region by 15% vs last year
- Utilisation of technicians as per KPI
- Stock Control dollar deviation = \$0 per month
- Field SLA criteria is maintained

Qualifications

- Restricted Electrical Licence
- Tertiary or Vocational technical qualifications
- Project Management certification, highly regarded

Mandatory Criteria

- Driver's License C Class
- Test and Tag Certificate (or ability to attain)
- Restricted Electrical License (or ability to attain)

Specific Requirements of the Position

- Periodical interstate travel with overnight stays and ability to perform limited after hours work on weekends as required.
- Medium physical demand

Key Stakeholders

Internal

- Head of Customer Experience Team
- FSM Northern, FSM Southern
- Scheduling/Planning Team
- Support Technicians
- Project Technicians
- Sales Manager and Teams

External

- Customers

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Suppliers

Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature	_____	Date	_____
Manager Name & Signature	_____	Date	_____