

## INDIGENOUS EMPLOYMENT OPPORTUNITIES – x2 Branch Supervisor – Townsville & Gladstone



IPA Diversity has been appointed as the Indigenous Australian recruitment partner for a major national manufacturer of industrial and safety products. With your support, we can make a huge difference to Indigenous Australians, creating long-term meaningful outcomes and positive social change.

### BRANCH SUPERVISOR ROLE AVAILABLES – Gladstone and Townsville

Lead and manage the Customer Service Officer's and Warehouse Team Members in small branches, operations and systems through strategic planning and operational implementation whilst ensuring customer service levels are being exceeded.

### WHAT WILL I BE DOING?

- Lead, coach and mentor a team of Customer Service Officers' and Warehouse Team Members on day to day priorities of the business. Act as escalation point for both Staff and Customer queries
- Liaise and planning with branch teams Site Service Manager, Sales Manager & Group Support Sectors.
- Effectively manage site pick and pack, local manufacturing and customer specific testing work
- Understand and communicate branch Profit & Loss with the team
- Drive employee engagement and improvement through survey results, analysis and action planning
- Branch custodian of Quality and Assurance audit processes (NATA, etc) and maintenance through managing onsite contractors
- Administrative supervision of Height Safety Installations

### WHAT EXPERIENCE DO I NEED TO HAVE?

- Previous Branch supervisory experience or experience in the Customer Service or Call centre industry with Industrial Supply or Trade understanding
- Ability to supervise teams remotely – Ensuring safety procedures are adhered to and technical work is completed to a high standard
- Site safety leadership experience
- Excellent communication with comprehensive Windows PC knowledge
- Technical product knowledge with a Forklift Licence - preferable
- Trade qualification as either a Builder, Fitter and Turner or Boiler Maker preferred.



LOVE YOUR WORK.



OWN IT.



TAKE THE LEAD.



BE THE DIFFERENCE.

IPA acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first people of the nation and the traditional custodians of the lands where we live, learn and work.



### ANYTHING ELSE TO CONSIDER?

- Outstanding time management and attention to detail
- Ability to build, nurture and maintain internal and external relationships

### How to Apply:

If you're interested or wish to find out more information about the opportunities, please contact **Charlotte Dean** on **0438 125 602** or send your resume to [charlotte.dean@ipa.com.au](mailto:charlotte.dean@ipa.com.au)



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