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| Job No: 644 | Job Description |  |
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Job Title:

Operations Supervisor - Transport

Primary Objective

The Transport Supervisor is responsible for ensuring the efficient and effective operation of the company's fleet. This role will also provide exceptional customer service which includes the effective management of drivers, and also has responsibility to actively contribute to safety management by ensuring compliance with company policies and procedures.

Key Responsibilities

- Coordinate transport services to ensure client's requirements are met.
- Liaise with the workshop in relation to service and maintenance requirements and to ensure planned maintenance times will not impact on customer service.
- Ensure drivers complete Daily Inspection Reports prior to commencing work.
- Task drivers daily to maximise efficiency of collection.
- Manage computerised run sheet program to ensure all services are up to date.
- Ensure sales team is advised of account servicing.
- Monitor driver and equipment cleanliness and presentation.
- Ensure drivers have been deemed competent and correctly licensed for operation of all equipment they are requested to operate.

Health, Safety, Environment and Quality (HSEQ) Responsibilities

- Know the company's vision with respect to HSEQ standards, behaviours and performance.
- Participate in the company's safety first culture that supports continuous HSEQ improvement and participate in company-wide programs.
- Ensure duties of care obligations are met and that your conduct in the workplace occurs in a safe manner at all times.
- Participate in processes regarding risk management compliance and internal controls to ensure operations and legal HSEQ risks are effectively managed and minimised.
- Participate in training to obtain the appropriate skills and experience to safely and competently perform role.
- Adhere to the company's policies and procedures at all times.

General Responsibilities

- Advance the company's vision, mission and values in all dealings and decisions and to translate the formation of the company's culture.
- Implement and participate in Human Resource systems and initiatives to effectively resource the business and meet strategic objectives.
- Develop strategies, plans and allocate resources to ensure corporate governance.
- Implement strategies and manage standards so that effective customer service is achieved to both internal and external customers.
- Comply with all statutory obligations.
- Undertake any other duties, accountabilities and responsibilities as directed.

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| Job No: 644 | Job Description |  Waste Management |
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Skills, Knowledge, Experience & Qualifications

- Knowledge of fatigue management regulations.
- Knowledge of transport regulations for operation of heavy vehicles.
- Knowledge and understanding of regulations for the transport of dangerous goods.
- Understanding of environmental protection act as it applies to regulated waste transport (desirable).
- Effective computer skills (MS excel, word, outlook).
- Excellent customer service skills.
- Excellent complaint/dispute resolution skills.
- Good negotiation skills.
- Excellent communication skills.
- Excellent supervisory skills.
- Good leadership skills.
- Excellent organisation skills.
- Good change management skills.
- Frontline management (desirable).
- Class 4 licence – minimum.
- Senior first aid ticket (desirable).
- Forklift ticket.

Employee Name:

Employee Signature:

Date:
