

POSITION DESCRIPTION

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| Position Title: NZ Customer Operations Manager | Direct Manager: GM NZ & Chile | |
| Budget Responsibility: To be confirmed | Direct Reports: 2 | Indirect Reports: 10+ |

WHAT YOU'RE HERE TO ACHIEVE

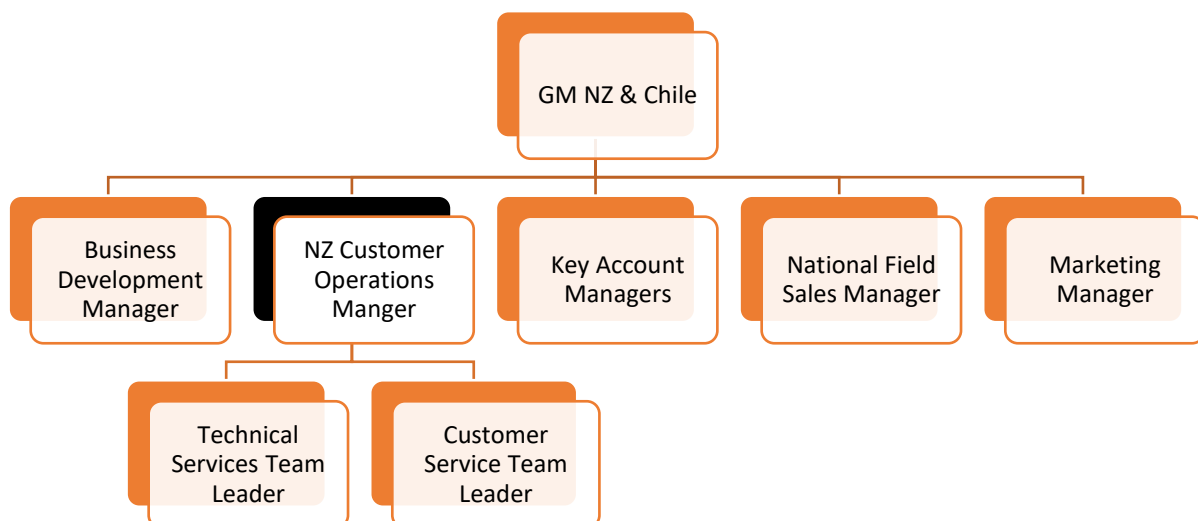
Key purpose: To champion and deliver world class customer and sales excellence to the NZ Animal Management resellers and end user customers

Leadership and responsibility for Outbound Sales, Customer Services, Customer Technical Support and Sales & Operations Planning functions for the New Zealand Animal Management team.

Champion the needs of the New Zealand Animal Management sales team with respect to the tools and processes used to ensure customers are receiving the highest quality service and that Gallagher are the preferred vender and easy to do business with.

As a member of the New Zealand Animal Management leadership team, contribute to the development and execution of strategic goals.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

| INTERNAL RELATIONSHIPS | EXTERNAL RELATIONSHIPS |
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| NZ Sales Team (Key Account Managers, National Field Manager, Territory Managers, Marketing), AM Global Operations, NZ Logistics, Information Services, Finance | Resellers, Service providers |

WHAT YOU'LL BE DOING

| Key Accountability | Outcomes/ Expectations |
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| Commercial Support | <ul style="list-style-type: none"> Support the AM NZ Sales team with analytics and reporting initiatives to improve the efficiency of the team. Become the champion of new technology platforms within the AM NZ Sales team, identifying opportunities for their application and supporting the wider team with their implementations (e.g. PowerBI, PowerApps, CRM, Health & Safety, ERoad and relevant automation tools etc.) Provision of KPI measurement information (OKR's) and reporting that will positively drive the performance and profitability of the AM NZ sales division Support inventory demands of the AM NZ sales division through robust analysis, aiding the business that enhances inventory performance to maintain business continuity and revenue. Aid the business unit with the forecasting of new product introductions and future forecasted requirements. Support the business unit with product price reviews delivering data & insights that direct our annual for CPI adjustments. Ensure the needs of the AM NZ Sales business are appropriately prioritised with external service providers such as logistics and communications. |
| Outbound Sales | <ul style="list-style-type: none"> Support NZ AM Sales with outbound sales program to identified customer groups Drive customer services sales strategy activation delivering additional revenue through upselling/Cross selling, data utilisation, end of life products. Develop strategies for outbound sales capability within the CS team. |
| Sales and Operations Planning | <ul style="list-style-type: none"> In partnership with the Group operations, planning and procurement teams actively analyse and optimise the supply chain cost to serve in a continuous improvement environment. Be the key point of contact for the AM NZ sales division regarding the planning and execution of world class demand planning, product support, supply, logistics. |

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| | <ul style="list-style-type: none"> • Ensure that the ongoing AM NZ sales product supply and quality requirements are represented to the Group Operations and supply chain teams. • Ensure that the AM NZ sales product requirements are forecasted to group Operations • Ensure that forecast accuracy is measured and constant improvement actions are identified and acted upon • Communicate regularly with Group Operations to ensure that the impact of any supply or quality issues are minimized and that relevant information is provided to affected customers. • Become the key contact for Global Operations in the management of inventory and initiatives to ensure high stock turns. |
| <p>Leadership of Customer Services (CS)</p> | <ul style="list-style-type: none"> • Support the Customer Service team lead to ensure that sales order management and other CS processes are efficient, effective and are carried out accurately within the expectations our customers. • Work with the CS and sales teams to constantly improve the processes and communications that support the software as a service (SaaS) uptake. • Ensure the effective and accurate implementation of pricing into SAP and that this information is made available to the wider sales team and our customers. • Ensure eCommerce processes and procedures are agreed and implemented as required. |
| <p>Management of Customer Technical Services (CTS)</p> | <ul style="list-style-type: none"> • Support the Customer Technical Service team lead to ensure that high quality technical support and repairs service is provided end customers. • Ensure that there is a consistently high standard of training across the team and supporting collateral is kept up to date. • Ensure that key performance indicators are in place and actively used to monitor the service levels of the CTS team. |
| <p>People Leadership</p> | <ul style="list-style-type: none"> • Set clear expectations and KPIs and provide regular, constructive feedback on delivering to these • Hold yourself and others to account for performance and behaviors • Create a positive people experience and culture of high engagement to illicit discretionary effort from the team • Demonstrate trust and confidence in others by empowering your team to make decisions and take responsibility • Build and sustain a high performing leadership team actively working on team dynamics, psychological safety and coaching for ongoing growth • Welcome feedback from others and invest in yourself so you can be the best you can be • Foster a 'curious' and performance driven culture that encourages innovation and continuous improvement |

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| | <ul style="list-style-type: none"> • Champion organisational development initiatives that motivate, engage, grow and retain the team eg: upskilling/ training, high potential growth opportunities, cross-functional work opportunities, recognition and reward programmes etc • Develop a strong relationship with Global People Lead to adopt a collaborative approach to optimising people opportunities and addressing people challenges |
| Project Management & Contribution | <p>Key Project Management (from time to time):</p> <ul style="list-style-type: none"> • Assume project management duties for the delivery of key projects to the AM NZ Sales team, being the point contact for Group shared services. • Ensure assigned tasks are progressed and kept up to date. • Work effectively and efficiently within the project team environment to help ensure success of the project. This includes working on priority tasks first and assisting others in the completion of their tasks if necessary. • Bring issues to the attention of the project team in a timely fashion, proposing solutions as appropriate. • Be proactive in communication. • Work in a manner that enhances team spirit and overall team output, sharing knowledge and experience to help develop the team. • Operations manager will assist or contribute with the development, improvement, ongoing review and implementation of business unit policies and procedures aligned to company objectives. |
| Continuous Improvement | <ul style="list-style-type: none"> • Stay up to date with trends and developments relevant to the position • Be proactive in developing and continuously improving knowledge and skills. • Review process and system related designs and provide feedback where appropriate. |

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience:

- Ideally tertiary qualified with experience in commercial and business activities
- Customer experience demonstrating strong understanding of customer needs.
- Strong team leadership with proven management and mentoring driving engagement and culture.
- Experience in and an ability to demonstrate analytical proficiency in CRM, ERP, power BI and automations tools for managing sale order management and S&OP processes

- Experience in the management of services delivery in a complex information technology environment
- Experience in the management of technical and logistics support functions in a demanding environment
- Experience communicating across all levels of the organisation both verbal and written, including communicating with external customers
- Experience with information technology, software and/or Animal Management industry markets

Skills / Competencies:

- Strong Excel and PowerPoint skills
- Ability to identify training requirements for teams, and providing growth opportunities
- Methodologies for extracting and documenting improvement recommendations
- Key account management support skills desirable
- Strong aptitude for, or ideally, a background in B2B animal management focused industries
- First class organisational and project management skills
- Drive operational efficiency through continuous improvements and optimisation.

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

