

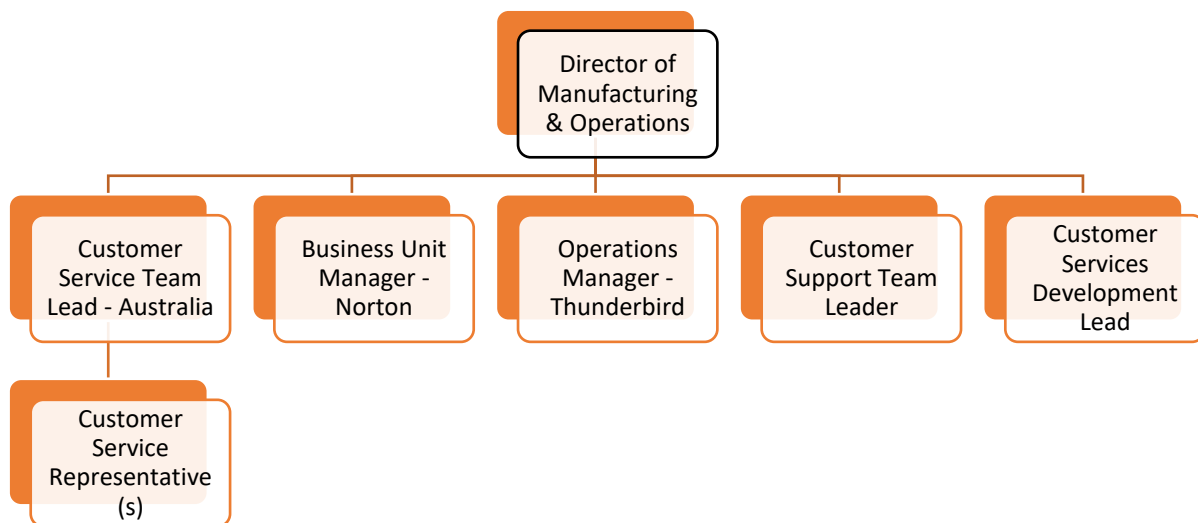
POSITION DESCRIPTION

Position Title: Customer Service Team Lead	Direct Manager: Director of Manufacturing & Operations - Australia	
Budget Responsibility: TBC	Direct Reports: 5-10	Indirect Reports: Nil

WHAT YOU'RE HERE TO ACHIEVE

Key purpose: The Customer Service Team Leader is responsible for leading, fostering, and supporting pre- and post-sales activities and administrative objectives across all Gallagher products. This role drives sales and promotional efforts in collaboration with the Territory Manager team and rural reseller network while implementing Gallagher Animal Management marketing and sales initiatives. Acting as a peer to the Territory and Regional Teams, the Customer Service Team Leader ensures customers receive maximum benefit from the Gallagher Customer Support Package.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Customer Service Centre Team Leaders, Key Account leads, Head of Retail Sales, Area Managers, Territory Managers, Thunderbird Leaders.	Customers- retail channel Retail channel key contacts Customers – end users

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Leadership and guidance	<ul style="list-style-type: none"> ● Provide team leadership and guidance ensuring the CSR team and strongly focused on delivery of the Gallagher Customer Support Package ● Integrating Customer Service Representatives within our wider team ● Ensure sales order priorities are managed within accepted service level ● Work with the team, but also CSR's as individuals to enhance learnings, personal progression and development.
Support customers with transaction completion and efficiency	<ul style="list-style-type: none"> ● Delight customers with efficient, conclusive and appropriate outcomes to enquiry and order submission ● Be the 'lynch pin' connecting Gallagher to its customers delivering the Gallagher Customer Support Package
To build relationships with regional reseller network	<ul style="list-style-type: none"> ● Maintain an active call programme that is both deliverable and in line with reseller and business expectations ● Work with Regional Sales Managers / Product Managers / Key Account Managers / Marketing to ensure implementation of promotions and other activities meet goals and targets ● Identify new and existing opportunities in order to grow sales ● Actively evaluate market and feedback any relative information on competitor activities or initiatives.
Contribute to Sales objective both regionally and nationally	<ul style="list-style-type: none"> ● To align and plan with Territory Managers and achieve/exceed Territory annual budget; <ul style="list-style-type: none"> ○ Monthly budget target, planning and achievement ○ 3 monthly Targets matched to 'at risk' earnings ● Align with Territory Managers to maintain a demonstrated monthly contact cycle ● Work with Regional Sales Managers / Product Managers / Key Account Managers / Marketing, to ensure implementation of promotions and other activities meet goals and targets
People Leadership	<ul style="list-style-type: none"> ● Set clear expectations and goals / OKRs / KPIs with an alignment to group strategy ● Provide regular, constructive feedback on delivering to expectations ● Hold yourself and others accountable for performance delivery and behaviour aligned with values ● Seek support, coaching, and guidance to support your leadership journey and to create a positive people experience ● Address issues early and escalate to your Leader and / or People Business Partner as needed

	<ul style="list-style-type: none"> • Welcome feedback from others and invest in yourself so you can be the best you can be • Support 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 People Partner / Global People Lead to adopt a collaborative approach to optimising people opportunities and addressing people challenges
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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:

- Undergraduate or graduate education within Agriculture
- Demonstrated service experience, by phone and in person
- Leadership or supervisory of a small team

Skills / Competencies:

- A practical & can-do attitude preferably with empathy towards Agriculture
- Leadership
- Strong literacy and communication skills
- Strong computer skills including, Excel, Word, PowerPoint knowledge and a working knowledge of software
- Knowledge of electric fencing, Animal management systems

ORGANISATIONAL COMPETENCIES

Customer Inspired	Our customers are the focus of all our decisions and actions. Our goal is to provide them with the best products, service and profitability.
Relentless Innovation	We strive for excellence through continuous improvement. We constantly explore ways to ensure our long-term competitive advantage with the lowest cost structure.
Outstanding Quality	To achieve customer satisfaction - quality, fit for purpose, innovative products and services are our committed priority. We make hard decisions in the best interests of the Company and its stakeholders in line with The Gallagher Way.
Enduring Partnerships	Integrity is never compromised. All our conduct must be personally and socially responsible. We treat each other with trust and respect. Team empowerment, responsibility and progression are core to our success.



Health and Safety

Employees are expected to willingly co-operate in the objectives of making Gallagher a healthy and safe environment to work in. Therefore, employees are required to observe and practice safe work methods, report any near misses, accidents or hazards immediately.

Protect what matters most.

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

