



POSITION DESCRIPTION

SECTION 1 – POSITION IDENTIFICATION

Title:	Post Office Manager
Department:	Corporate Services
Responsible to:	Director Corporate Services
Position:	Permanent Full time - 76 hours per fortnight
Remuneration level:	Negotiable depending on experience and qualifications

SECTION 2 - POSITION FUNCTION

Overall

The purpose of the position is to professionally manage the Halls Creek (Local) Post Office to meet the commercial and customer service objectives of the Shire and the service delivery standards as set out in the Australia Post license. The position applies effective business management skills and practices to maximise staff productivity and sales opportunities, grow revenue and deliver high standards of customer service.

SECTION 3 - KEY DUTIES & RESPONSIBILITIES

1. Lead and coordinate the day-to-day operation of the Halls Creek Post Office to meet quality, licensing and customer service standards.

Authority Level:

Able to work autonomously with support from the Director Corporate Services

Measurement:

1. All business activities meet current compliance and legal requirements, documented sales processes and behaviours and ethical standards.
2. Staff are managed, led and motivated staff by defining work objectives, monitoring and evaluating performance against objectives, develop a sales and service culture and monitoring staff development with emphasis on team building and staff development.
3. Continuous improvement initiatives successfully implemented.
4. The Post Office is operated and developed in accordance with the Shire of Halls Creek Corporate Business Plan, Customer Service Strategy and any other relevant strategic plan.

2. Promote and maximise return on retail sales.

Authority Level:

Able to work autonomously with support from the Director Corporate Services

Measurement:

1. Build collaborative relationships with customers – identify and manage major customers, seek to understand the needs of the customer, organise customer sales visits, and maintain customer service standards.
2. Effective collaboration with Australia Post on merchandise range and promotions.
3. Retail sales are promoted extensively and meet sales targets.
4. Product range is appropriate, and stock turns over in a timely manner.

3. Prepare and manage an annual budget for the Halls Creek Post Office, handle and maintain accuracy in cash and credit card transactions for sales, process banking & financial transactions including daily balance and prepare banking requirements.

Authority Level:

Able to work autonomously with support from the Director Corporate Services

Measurement:

1. Budget is planned and monitored with corrective action taken to ensure revenue and expenditure is within the approved budget.
2. Adherence to fraud control, financial integrity and cash management processes including outlet balancing and audit functions.

4. To ensure that all documents for which the Manager Post Office has responsibility for are registered and managed in accordance with the Shire's Document Management Plan

Authority Level:

Able to work autonomously.

Measurement:

1. All documents are managed appropriately in accordance with the Document Management Plan
2. High level of cooperation with the Records Manager.

5. To comply with Occupation Health and Safety legislation and promote safe work practices including ensuring all OSH documents such as risk assessments, incident reports, hazards register etc. are completed expediently and delivered to the supervisor and / or HR coordinator immediately.

Authority Level:

Able to work autonomously.

Measurement:

1. Adherence to OHS legislation and related Shire policies.
2. Ongoing vigilance to ensure risks are minimised/negated.

SECTION 4 – SPECIFIC DUTIES

Managing the Post Office

- Provide high standards of customer service and ensure that all team members abide by those standards.
- Proactively seek opportunities to improve customer service and respond to customer feedback.

- Stock purchases, order, maintain and price merchandise to agreed budget, with approval sought to purchase new stock to ensure profitability of centre.
- Oversee point of sale transactions and banking transactions including cash, credit and EFTPOS.
- Reconcile and bank daily takings.
- Use computerised systems for banking, finance, human resources and stock management.
- Carry out audits to maintain financial integrity and outlet balancing.

Staff

- Ensure all team members complete required Occupation Health and Safety documents when appropriate.
- Support staff and promote effective communication and a team environment.
- Train and supervise staff ensuring they are customer focussed, effective and supported by a safe and fair working environment.
- Work with staff to development training needs and provide ongoing evaluation of staff performance.

Administration

- Monitor revenue and expenditure and bring forward to the Shire opportunities to maximise revenue and minimise costs.
- Promote and maintain communication between Halls Creek Post Office and Australia Post

Other

As directed by the Chief Executive and / or Director Corporate Services Manager.

Internal/External liaison

Internal

Director Corporate Services:

Purpose: Financial planning, monitoring and implementation.
Customer service standards and continuous improvements

Records Manager:

Purpose: Matters relating to the registration and retrieval of documents.

Shire officers, Elected members: As required.

External

Australia Post:

Purpose: Customer service and licensing standards plus report merchandising and retail

Major customers:

Purpose: Cater services to customer needs.

SECTION 5 – PERSONAL SPECIFICATION

<p>Preferable</p>	<ul style="list-style-type: none"> • Customer focus • Coaching • Building a successful team • Planning and organising • Decision making • Delegating responsibility • Business and financial acumen • Quality orientation • Build strategic relationships • Able to undertake physical work.
<p>Preferable</p>	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Demonstrated business and commercial management skills with the ability to analyse actual performance and to implement strategies to improve business operations. • Demonstrated ability to establish a collaborative working relationship with customers, to anticipate customer needs and implement effective ways to monitor and evaluate customer concerns, issues and satisfaction. • Evidence of having skills to lead and facilitate the implementation and acceptance of change within the workplace. Proven ability to develop the skills and expertise of staff. • Demonstrated high level interpersonal, written and oral communication skills and an ability to establish and maintain effective working relationships with all levels of management and staff within the organisation. • Experience having worked in a customer-facing role which required effective and efficient resolution of customer complaints. • A strong understanding of financial management and planning and therein the ability to grow profitable revenue ensuring better returns on investment. • Cash handling and daily balance. • Punctuality and a high level of professional integrity.
<p>Desirable</p>	<ul style="list-style-type: none"> • Understanding of Australia Post’s retail operations and processes, products and services. • Understanding and commitment to Human Resources (HR) policies and procedures, including Occupational Health Safety and Environment (OHS&E), Equal Employment Opportunity (EEO), Our Ethics, Diversity, Harassment, etc.
<p>Preferable</p>	<p>Qualifications and/or Training</p> <ul style="list-style-type: none"> • A relevant qualification in finance, accounting and / or business administration. • Current First Aid qualifications. • Hands on experience in Local Government.

Shire Policy Requirements	<p>Police Clearance It is a requirement for all employees of the Shire of Halls Creek to provide a National Police Clearance (at interview or within 3 months of appointment) and maintain a clear record as it pertains to the requirements of the role, duties and obligations of the position.</p> <p>Medical It is a requirement for all employees of the Shire of Halls Creek to undertake a medical with necessary testing suitable for the role, duties and obligations of the position, (within 3 months of appointment) which will include a drug test.</p> <p>Drivers License Minimum - Class C driver's licence – copy to be provided upon interview or at commencement.</p>
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SECTION 6 - APPOINTMENT FACTORS

Location	Shire of Halls Creek, HALLS CREEK, WA 6770.
Organisational Relationships	<p>Responsible to: Director Corporate Services Responsible for: 1 x Post Office Customer Service Officer</p> <p>Internal and External Liaison: Internal All Council Staff External General Public, Contractors and Suppliers on occasions.</p>
Extent of Authority	Generally, works autonomously within established procedures, with guidance/support/assistance from the Corporate Services Manager.
Delegation Authority	<ol style="list-style-type: none"> 1. To authorise purchases by way of Shire of Halls Creek purchase orders to make purchases up to a maximum value of \$5,000.00 for any one purchase. 2. To authorise the working of overtime and time in lieu (TIL) within the Post Office for final approval by the Director Corporate Services. 3. To authorise employee timesheets within the Post Office. 4. To sign outwards correspondence of a routine nature emanating from within the Post Office.
Employment Terms	A Probationary period of 3 months will apply to this position in accordance with Shire policy.

SECTION 7 - CERTIFICATION

The details contained in this document are an accurate statement of the purpose, duties and role specifications and other requirements of the position.

CEO

Date

Noel Mason
Chief Executive Officer

I have read and understood the requirements of the position as detailed in this document.

Employee

Date Appointed