

POSITION DESCRIPTION

POSITION DETAILS

Position Title	Rural Supplies Manager
Employment Type	Full Time
Hours of Work	38 hours per week (9.30 AM - 5.30 PM Weekdays) + Fortnightly 4hr shift on Saturday Includes monthly RDO
Reports to	Owner
Location	Sale - with some travel to farms
Remuneration	Salary range: \$80,000 - \$95,000 (based on experience) + Vehicle + Super

ABOUT US

A family-run business that commenced its journey in mid-2020 with a heartfelt commitment to serving the local community. Specialising in rural supplies and stockfeed, catering to farming needs, premium stockfeed, and comprehensive animal health care products, we pride ourselves on being a one-stop destination for all things agricultural.

OUR CULTURE & VALUES

The company values are centred around the belief that employees are an integral part of our family. As a locally owned and operated business, we prioritise understanding our customers' needs, offering personalised service and expert advice for rural supplies, and the well-being of livestock and horses. Our core values revolve around exceptional customer service, where we take pride in building strong relationships and ensuring trust and satisfaction in every interaction. We take pride in going above and beyond, taking time to engage with and understand each customer.

PURPOSE OF POSITION

The Rural Supplies Manager plays a pivotal role in our organisation, managing a growing part of our business. This management position involves supporting the Owner of the business by managing inventory, controlling stock, providing quotes, coordinating deliveries to farms, and supervising other staff members. With a primary focus on the rural supplies part of the business, this role requires initiative, as well as strong organisational and communication skills to ensure efficient operations and customer satisfaction in this vital area of our business.

This Position Description may be reviewed and updated from time to time to reflect the changing needs of the business.

Position Information:

The role includes, but is not limited to, the following key duties, standards and compliance requirements:

Main Duties

The main duties of the role include, but are not limited to:

Inventory Management:

- Manage stock levels and reorder supplies when necessary
- Generate and process purchase orders
- Receive and document incoming and outgoing goods

Supplier Relations:

- Initiate and nurture relationships with suppliers and contractors
- Communicate regularly with vendors to ensure smooth transactions and resolve any issues
- Negotiate contracts and terms with suppliers

Customer Service:

- Respond to customer enquiries promptly and courteously
- Assist customers in placing orders and provide product recommendations as needed
- Ensure customer satisfaction by addressing any concerns or complaints effectively

Staff Supervision:

- Provide guidance and supervision to staff members, including young school-aged employees
- Delegate tasks and responsibilities among team members
- Offer constructive feedback to employees

Logistics Coordination:

- Plan and coordinate transportation schedules for efficient delivery of supplies to customers on farm
- Monitor inventory levels to prevent stockouts or overstock situations
- Implement strategies to optimise distribution routes and minimise transportation costs

Problem-solving:

- Identify and analyse issues or concerns affecting day-to-day operations
- Develop and implement solutions to resolve operational challenges
- Communicate effectively with team members to address issues and prevent recurrences

Quoting:

- Prepare and deliver price quotations to clients in a timely manner
- Customise quotes based on client requirements and preferences

	<ul style="list-style-type: none"> Follow up with clients to answer questions and finalise agreements as necessary
Work Environment and Physical Requirements	<p>The position primarily operates within a <i>standard office environment</i>, within a <i>standard rural shed environment</i>, and outside in the <i>yard environment</i>.</p> <p>Physical requirements and Health and Safety considerations specifically to this role include:</p> <p>Office environment:</p> <ul style="list-style-type: none"> Sedentary tasks with occasional standing, walking and light lifting duties Use of standard office equipment including a computer and copier <p>Rural shed environment:</p> <ul style="list-style-type: none"> Standing and walking Manual lifting of objects no more than 25kg <p>Yard environment:</p> <ul style="list-style-type: none"> Standing and walking Use of the forklift Loading posts onto trucks/utes <p>Employees are expected to maintain their health and well-being by adhering to ergonomic practices, taking regular breaks, and promptly reporting any concerns</p>
Compliance Requirements	<p>We are committed to providing a safe and healthy work environment for all our staff, and it is everyone's responsibility to ensure that our policies and procedures are followed in order to maintain a safe and healthy workplace.</p> <p>All employees have a responsibility to:</p> <ul style="list-style-type: none"> Model the organisation's values and play a role in raising the profile of these values and associated behaviours Ensure work is conducted in a safe manner, protecting self, others and assets from harm Actively strive to continually meet company safety and quality standards Report any safety risks or hazards, and prioritize a safe and healthy work environment for all Follow our policies, procedures and systems of work for effective and safe work practices either as outlined in a handbook, individually documented or verbally instructed by suitably skilled persons

	<ul style="list-style-type: none"> Follow any reasonable instruction that enables us to comply with legislative requirements affecting Victorian workplaces
Professional Standards	<p>All employees have a responsibility to maintain professional standards, including:</p> <ul style="list-style-type: none"> Be respectful and helpful, and contribute positively to the team Be committed to upholding these standards Model the business's values Be professionally presented including hygiene and suitable attire and correctly wear the company uniform if supplied Maintain a clean, tidy and safe work space Ensure professional and informative communication Ensure safe and legal operation of any vehicle used for work purposes Assist with other duties for which you are suitably skilled, without detriment to essential deliverables Be free from the influence of illegal drugs and alcohol while conducting work activities
Selection Criteria: People being considered for this role should be reviewed against the following criteria:	
Qualifications or Licenses	<p>Essential Qualifications & Licences</p> <ul style="list-style-type: none"> Forklift Licence (or the ability to attain prior to or shortly after commencement) Full Driver's Licence <p>Desirable Qualifications & Licences</p> <ul style="list-style-type: none"> MR Truck Licence
Skills & Experience	<p>Required Skills & Experience</p> <ul style="list-style-type: none"> Experience in the agricultural industry is essential Knowledge of pasture seed, fertiliser, chemicals, fencing, animal health and general merchandise Demonstrated strong knowledge of merchandise/inventory control Proven sales experience Excellent communication skills Supervision of team members <p>Desirable Skills & Experience</p> <ul style="list-style-type: none"> Knowledge and ability to operate Microsoft Office software (e.g. Email, Microsoft Word)

Personal Qualities & Traits	<ul style="list-style-type: none"> • Reliability • Adaptability • Attention to detail • Strong work ethic • Integrity • Strong communication skills • A drive for taking initiative and continuous improvement • A strong team-player mindset • Strong problem-solving skills • Strong organisational skills • Strong customer service focus
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OUR SHARED COMMITMENTS

- All of our team members are expected to comply with our Policies and Procedures as a condition of employment
- We welcome your feedback and commit to providing you with an annual review and opportunities for training and development relevant to your role

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Employee Signature:

Date:

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Employee Name (Print):

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Employer Signature:

Date:

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Employer Name (Print):

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