

BRIDGESTONE AUSTRALIA LTD.

Position Description

POSITION DETAILS

Position:	Commercial Store Manager
Business Unit/Department:	Retail Operations
Location:	[Click here to enter text]
Reports to:	[Regional Ops Manager / State Retail Ops Manager]
Incumbent:	[Click here to enter text]
Effective date:	[Click here to enter text]
Approved by:	General Manager – Retail Operations

ACCOUNTABILITY OBJECTIVE

The Commercial Store Manager is responsible for leading and executing best practice in the provision of commercial tyre and service solutions to end user customers, whilst ensuring sales profitability, and safety targets for the store are achieved.

PRINCIPLE ACCOUNTABILITIES

KRA 1: Customer service

- Provide a high level of service to our customers, and support to our sales team.
- Maintain a professional, clean, and welcoming store environment with up to date and relevant point of sale material in place.
- Ensure that all Tyre Technicians provide service in line with the agreed Service Level Agreements (SLA) and customer expectations.
- Ensure customer complaints (VOC) are responded to and resolved in a timely manner that is in line with business benchmarks whilst ensuring customer satisfaction is achieved.
- Provide operational support to the Technical Field Service (TFS) team as required to manage regional concerns, and new product testing.
- Set a high standard for the prompt and correct handling of claims, ensuring that non warranty claims are recognised and dealt with on the spot to minimise false expectations to end users and the unnecessary involvement of Technical Field Services staff.
- Report accurately on customer needs, market trends, new product opportunities, competitor activity and pricing.

KRA 2: Recruitment, Training & Team Development

- Recruit new employees in accordance with policy and in line with direction from the Human Resources department.
- Manage the counselling, discipline, and termination of employees as required in conjunction with direct manager and the Human Resources department.
- Coordinate staff induction and training programmes in conjunction with other staff members, whilst maximising effective use of available training resources.
- Coordinate the timely completion of tyre fitter accreditation in conjunction with state and national training staff.
- Facilitate quarterly staff check ins to review service provided, customer feedback, and promote employee communication, engagement, and personal development opportunities.
- Champion Transparency, Respect, Accountability, Collaboration, and Embracing Change (TRACE) as part of the team's culture

KRA 3: Operational Management

- Ensure sales, profit, and operational targets are understood and achieved each month.
- Manage operational expenses in line with budget allocation for the store.
- Raise new equipment request in line with policy, ensuring purchases are in line with budget allocation.
- Regularly review workshop operations to ensure staff resources are being efficiently and effectively utilised.
- Drive the ongoing and effective use of B Mobile, and review daily for accuracy, ensuring invoicing is completed within 7 days
- Update and maintain store model stock to maximise sales conversion, minimise slow moving / obsolete stock, whilst ensuring the completion of monthly stock takes.
- Review end of day trading reports to ensure the point-of-sale system is being used correctly and in line with policy, with corrective measures put in place as required.
- Ensure the store operates in line with all corporate policies and procedures including, Operations, Finance, Human Resources, and HSE.
- Support store audit activity as required, ensuring internal or external audit findings are acted upon and resolved in a timely manner.

KRA 4: Support Bridgestone vision for 'Perfect Safety' & E8 Commitment

- Lead activities to achieve positive HSE outcomes
- Comply with HSE instructions, policies, and procedures
- Report all incidents, near misses and hazards
- Use and maintain safety devices and personnel protective equipment correctly
- Be familiar with emergency and evacuation procedures and complying with the instructions given by emergency response personnel such as emergency wardens and first aiders
- Use a documented risk management process to eliminate or minimise HSE risks where appropriate

- Promote safe behaviour within your work group
- Drive to co-create solutions with colleagues and our partners to deliver sustainability while serving society and our customers.
- Focus on execution and results with a focussed approach to sustainability aligned to Bridgestone's E8 Commitment.
- Ensure monthly activity calendar is completed in full each month (including Toolbox meetings)
- Complete a minimum of one fitter safety audit every 6 months
- Use and maintain safety devices and personnel protective equipment correctly, ensuring PPE is worn in line with workplace procedures
- Actively promote B Safe to the store team, and Bridgestone safety standards at all times

WORKING RELATIONSHIPS

- Reports to [Regional Ops Manager / State Retail Ops Manager].
- Maintains close working relationships with sales, operations, and HSE teams across the business.
- Relationships must be established and maintained with management and personnel at all levels, as well as external organisations and associations as required.
- Direct reports:
 - Tyre Technicians
 - Counter Sales
 - Storeman

QUALIFICATIONS AND EXPERIENCE

- Certificate II in Tyre Fitting as a minimum.
- Certificate IV in Front Line Management desirable.
- Sales management experience.
- Sound oral and written communication skills.
- Strong analytical and problem-solving abilities.
- Experience in managing and motivating employees.