

Position Description

Job Title:	MERIT COMMERCIAL SOLUTIONS SENIOR SUPERVISOR
Reports To:	Operations Coordinator
Salary Range:	Supported Employment Services Award – Grade 7
Approved By:	General Manager
Approved Date:	5 April 2018

SUMMARY

The Merit Commercial Solutions Senior Supervisor is responsible for the activities within the Merit Commercial Solutions area.

Merit Commercial Solutions encompasses the following activities:

- Encore Clothing – sorting, cleaning and selling recycled clothing
- manufacture of rags (from clothing remnants)
- hand assembly of products
- print finishing including copying and guillotining
- mail services, including folding and enveloping/packaging and despatch
- internal cleaning (main office building)
- sewing

The following equipment and vehicles are used in Merit Commercial Solutions:

- printer/photocopier
- guillotine
- rag cutters
- washing machines
- clothes dryers
- sewing machines
- heat sealers
- electric forklift
- shrink wrap machine
- folding machine
- document shredders
- paper baling machine

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned relevant to skills and experience.

Supported Employees:

- Implement training plans and individual employment plans for supported employees with the involvement of the Operations Coordinator
- Provide continuous improvement feedback on the individual performance plans and training plans for staff, employees and volunteers.
- Record all information required to accurately assess employees for the Disability Maintenance Instrument (DMI) and wage assessments
- Record electronic file notes in EASI
- Transport employees as required
- Undertake supported employee wage assessments and reviews as necessary

CONFIDENTIAL

Authorised by General Manager 5 April 2018

Printed on Friday, April 06, 2018

Staff and volunteers:

- Direct supervision of Merit Commercial Solutions Supervisor
- Supervision and training of any casual or temporary staff or volunteers
- Implement training and performance management plans
- Undertake performance reviews

Commercial Operations:

- Plan and implement plans to secure new business and/or customers, with the involvement of Commercial Operations Manager and the General Manager
- Plan and co-ordinate Merit Commercial Solutions commercial operations; including:
 - preparing and negotiating quotes and prices;
 - maintaining inventory at required levels;
 - liaison with potential and existing customers;
 - establishing priorities for manufacturing goods and providing services;
 - reviewing orders or schedules to ensure quantities and specifications of products and services;
 - organize delivery of products
- monitor income and expenses according to budget expectations
- prepare monthly stock take
- prepare cash takings from Encore & canteen for banking

General operations:

- Conduct risk assessments on all processes and procedures to ensure all risks are minimized and
- Ensure compliance with all State and Federal laws, the Code of Conduct, Quality Assurance procedures and Disability Service Standards.
- Resolve grievances and incidents or refer to a higher authority when necessary.
- Lodge Action Required (yellow) forms in a timely manner and inform the Operations Coordinator of urgent requirements.
- Provide reports on Area of responsibility as instructed by higher authority.
- Maintain equipment, assets and vehicles in proper and working order, by coordinating maintenance, repairs and cleaning.
- Apply Self Help Workplace's policies and procedures

CERTIFICATES, LICENSES, REGISTRATIONS

- Current Licence to perform High Risk Work (Forklift truck)
- Current Drivers Licence
- Diploma of Community Services in Disability Services or relevant industry experience
- Relevant business process/light manufacturing experience
- Undergo a National Police Check and have no convictions preventing work with vulnerable persons
- Undergo a health assessment and be found to be suitable for the position.
- Undergo any future security screening requirements as deemed necessary for this position

STAFF MEMBER NAME DATE

SIGNED ACKNOWLEDGEMENT OF POSITION DESCRIPTION.....

CONFIDENTIAL

Authorised by General Manager 5 April 2018

Printed on Friday, April 06, 2018

Recruitment

Essential Skills and Experience

1. Respect for people with disability
2. Supervision and support of staff (team management)
3. Maintaining a safe workplace
4. Delivering excellent customer service and support
5. Problem solving and innovation

Desirable Skills and Experience

1. Management of commercial contracts
2. Able to read and understand financial information
3. Production processes (such as LEAN)