



ROLE CLARITY

(Name)

National Service Manager

Gough CAT Head Office Christchurch

WHO YOU REPORT TO

- General Manager Customer Support, Gough CAT

WHAT YOU ARE RESPONSIBLE FOR

- Develop and implement the strategic plan for the Service Operations providing direction to achieve key targets of profitability, revenue growth and customer satisfaction.
- Manage and lead service functions including Technical Services, Service Development, Service Excellence, Quoting, WIP and CC.
- Ensure Service Operations expertise is maintained and developed within the team to deliver expert technical advice and support to internal customers.
- Lead and motivate the Service Support teams to ensure the achievement of key business objectives.

WHAT SKILLS AND EXPERIENCE YOU NEED

- Relevant tertiary level qualification in Business and/or significant experience within the industry and/or Gough Group
- 5+ years' experience in a similar managerial role or within a Service Operations and/or Support Management role
- Proven leadership experience with a strong focus on coaching for development and improved performance.
- Ability to develop, lead and implement strategy initiatives across a diverse business.
- High levels of commercial awareness with the ability to interpret, extract and analyse financial information
- Comprehensive understanding of CAT products and systems and the heavy equipment industry
- Strong customer focus
- Excellent verbal and written communication skills with the ability to build strong relationships.

WHAT CAPABILITIES YOU NEED



Drives Results

Demonstrates a strong focus on high performance standards and personal achievement. Sets self-stretch goals and works persistently to achieve them. Displays high work focus, high levels of energy, and goes above and beyond to exceed expectations.



Leading
Performance

Provides guidance, development opportunities and feedback to direct reports. Manages conflicts within the team quickly and efficiently.



Resilience

Remains calm, composed, and optimistic in stressful or high pressure situations. Perseveres in the face of obstacles or setbacks and carries on with the task at hand. Strong drive to finish tasks, will actively seek to overcome potential hurdles.



Adaptability

Highly open and adaptable to change. Responds to change in an enthusiastic manner and adjusts quickly, with little disruption to workload in the process.



Enabling Action

Is confident in giving direction and willing to accept responsibility for the decisions and actions of the team. Drives action and progress through motivating team members and delegating appropriately.



Teamwork

Supports and collaborates with team members to achieve targets. Appreciates the benefits of diversity and works well with a variety of people.



Strategic
Thinking

Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risk.



Humanistic
Leader

Perceives and manages emotions in self and others. Relates well to others, with strong interpersonal skills.



Clear
Communication

Communicates in a clear, confident, and articulate manner. Is effective at influencing others to see things a given way. Adapts communication style to be appropriate to the audience or group they are presenting to.

KEY ACCOUNTABILITIES AND RESULT AREAS

Health and Safety

Gough Group has an expectation that safety is the upper-most priority for our leaders/team members. As this standard is central to the Gough Group's business values, compromise in terms of safety of our employees is not acceptable.

Percentage
10%

Mind set:	No compromise – Safety First.	
Reporting:	Perform SOCR reviews	
Structure:	Use the H&S systems that operate each and every time. No exceptions.	
Skill set:	Target the human factors that cause accidents – “See it, Say it, Move it”	

Team Leadership

Be a great leader to your team <ul style="list-style-type: none">• Provide effective leadership and direction to your team.• 100% completion of monthly performance briefings.• Support and promote the Gough Group Vision with a constructive leadership style.• Commit to the Gough Group leadership model and strive for improvement in assessment (MRI profile).• Complete LSI and action planning process• Ensure succession planning is in place for key roles.	Percentage 20%
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Operations

Ensure the smooth and efficient operations of the Service functions <ul style="list-style-type: none">• Develop and implement strategies to ensure technical product information and processes are available to manage the overall service offering• Select and implement the best technical solutions and communicate information to branches• Negotiate CAT warranty and good will issues as required• Oversee the selection and implementation of service improvement projects to ensure continuous improvement• Work with CAT and other dealers so identify and implement best practices• Provide NPI for service• Oversee and manage the implementation of the Service Excellence Plan and initiatives• Develop the CAT Service Growth Plan for the business• Maintain strong and regular involvement with other senior managers and direct reports in order to understand the pulse of the business• Keep the Senior Management Team informed of all key issues• Provide timely and professional business reports which include comment on issues including staff, customer, sales, service and principal (eg CAT)• Ensure facilities and assets are adequate for the needs of the business, present and future	Percentage 20%
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Financial Performance

Direct the financial activities of Service to meet or exceed business plan objectives. <ul style="list-style-type: none">• Develop monthly and annual budgets including sales, gross margin, expenses, purchasing and collections	Percentage 20%
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<ul style="list-style-type: none"> • Establish and maintain policies which underpin those Service Operations which directly impact on financial results, including the approval of capital expenditure • Review financial statements, sales and activity reports, and other performance data to measure productivity, goal achievement and to determine areas needing cost reduction and program improvements • Continually monitor the business to ensure that it efficiently and effectively provides the needed services while staying within budgetary limits • Identify and undertake activities which improve the quality of earnings • Ensure all financial and non-financial reporting requirements are met 	
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Customer Experience

Deliver and drive excellent customer experience.

- Develop and maintain effective customer relationships through personal representation to customers
- Develop initiatives to ensure customer expectations are met or exceeded
- Build and maintain effective external and internal strategic and operation relationships with key stakeholders
- Attend to customer complaints in a timely manner, investigating the cause and assisting to resolve any issues before they become a dispute

Percentage
20%

Business Development

Ensure the strength and growth of service for the CAT business unit

- Ensure good succession planning
- Seek and seize opportunities to expand the business within its financial capacity and strategic vision
- Establish rigorous processes and policies which underpin the achievement of the strategic vision
- Be an active part in all Business Unit improvement activities
- Provide technical guidance on TSP feedback for business improvement actions
- Review and analyse trends that may affect the company's operations

Percentage
10%

GOUGH GROUP VALUES

We Always Work Safe

- Safety is paramount in everything we do.
- No compromises, no exceptions.
- We look out for each other.
- We recognise our people and their value.

We Are Courageous and Creative

- Have the courage to make change.



- Be innovative.
- Embrace a pioneering spirit – our legacy that has gone before us.
- Enable the team.

We Are Family

- One Team – One Company.
- Proud to be NZ owned and operated.
- Be part of the team
- Enjoy the experience
- Work together and respect each other.

We Get Things Done

- Be proactive.
- Don't wait.
- Make a decision.

We Go Above and Beyond

- Set high standards.
- Be ambitious.
- Exceed expectations.
- Strive for achievement.
- Create an environment of achievement.
- We will acknowledge and reward success.

Team Member's Signature:
Manager Name:
Manager Signature: