



ROLE CLARITY

(Name)

Regional Operations Manager Eastern

(Location)

WHO YOU REPORT TO

- General Manager Customer Support – Gough CAT

WHAT YOU ARE RESPONSIBLE FOR

- Improve and grow the performance of the branches within the region including parts and service activities, TRIF, Employee Engagement and retention, Customer satisfaction and overall business performance by identifying and implementing operational process improvements.
- Provide Leadership, direction and coaching to the Branch Leadership Teams, driving change and consistency across the Region.
- Set, manage and ensure operation parts and service budgets for the Region are met or exceeded.

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.

WHAT SKILLS AND EXPERIENCE YOU NEED

- Tertiary qualification or equivalent level internal/industry training i.e. CAT University
- 10 years + experience in the construction/earthmoving industries
- Commercial experience and understanding including monitoring/analysing financial performance and opportunity
- Good understanding of operational processes as they relate to a parts and service business.
- Sound knowledge of construction and earthmoving industries
- Demonstrated ability to build ongoing relationships with customers and successfully manage customer disputes
- Excellent mentoring, coaching and people leadership skills

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
20%

Mind set: No compromise – Safety First.

Structure: Use the H&S systems that operate each and every time. No exceptions.

Skill set: Take personal responsibility and time prior to commencing tasks to ensure safety, look out for your team mates and keep them safe.

Team Leadership

Be a great leader to your team.

- Provide leadership and direction to your team.
- 100% completion of monthly performance briefings.
- Support and promote the Gough Group Vision with a constructive leadership style.

Percentage
20%

- Commit to the Gough Group leadership model and strive for improvement in assessment (MRI profile).
- Complete LSI.

Operations

Oversee the effectiveness of branch operations to ensure targets are met or exceeded

- Effective delivery of the service strategic plans
- Review operational processes and identify areas of improvement
- Work with branch leadership teams to implement solutions and practices for branch process improvement
- Maintain strong and regular involvement with Branch Managers and other Senior Managers to understand operational requirements
- Make recommendations to ensure branch facilities and assets are adequate for the needs of the business
- Review and make recommendations to ensure people resource and branch structures are adequate for the needs of the business
- Investigate and manage parts and service dispute claims
- Ensure branch operations are functioning to provide maximum levels of customer service
- Mentor and coach branch leaders for improved performance
- Review and improve the New Loyalty Score for TSP
- Drive completion and implementation of branch improvement plans for H&S, engagement and retention and finances
- Implement the CAT Production Systems (CPS) and processes through PQVC
- Implement Parts and Service CAT Excellence Programmes
- Assist in the identification and support of ongoing training of all team members

Percentage
20%

Financial

Direct the financial activities and performance of the Regional branch operation budgets in order to meet or exceed business plan objectives

- Identify and undertake activities which improve revenue and quality of earnings
- Prepare and coordinator annual budgets for the region
- Report financial impacts and outcomes with reasons for variance and remedial actions as necessary

Percentage
10%

Business Development

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

- Seek and seize opportunities to expand the business within delegated authority limits
- Understand current customer requirements and analyse for areas of improvement/increased revenue
- Work alongside Branch Managers to identify areas of improvement to better meet customer requirements
- Promote CAT and Group opportunities through shared engagement

Percentage
10%

Customer Experience

Deliver and drive excellent customer experience <ul style="list-style-type: none">Establish and develop strong customer relationships with key customersAttend to and respond appropriately in a timely manner to customer requests and investigate the cause and assist to resolve any issues before they become a disputeWhere required escalate sales and/or product disputes in a timely manner to the GM Customer Support	Percentage 10%
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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: