



## Allied Press Limited

**Vision:** *Allied Press will continuously enhance its position as a quality Media Group.*

**Motto:** *"Optima Durant" – Quality Endures*

POSITION DESCRIPTION	
Job Title	Distribution and Customer Services Manager
Location	Dunedin and other locations as required.
Tenure / Hours	Full time – Hours may vary
Responsible to	Operations Manager
Responsible for	Delivery Personnel, Distribution Contractors, and Customer Service Representatives
Delegations	As per Allied Press Ltd Staff delegations policy
Position purpose	<p>The primary function of this position is to manage and maintain effective and efficient systems delivery of company publications to customers, ensuring that they arrive in good condition and within the required deadlines. This includes working closely with delivery personnel and contractors, to meet performance targets and deliver a high standard of service. The role also involves managing an efficient, cost-effective network of contractors, transport providers, and sub-contractors.</p> <p>In addition, the position involves leading a customer service team responsible for handling face-to-face, telephone, and email inquiries with professionalism, responsiveness, and friendliness. The role collaborates closely with marketing, advertising sales, and management to ensure smooth operations across various company functions, including circulation, advertising, and general office tasks.</p>
Date	November 2024

### THE ROLE OF ALLIED PRESS LTD

Allied Press is a media company with interests in daily and community newspapers, websites, rental properties, and commercial print operations. The company is based in Dunedin and has newspapers in Canterbury, Marlborough, Otago and Southland and printing operations in Dunedin and Greymouth.

The company is dedicated to not only providing comprehensive news and advertising coverage, but also to supporting a wide range of community projects and services.

FUNCTIONAL RELATIONSHIPS	
It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.	
External to Allied Press Ltd	Internal to Allied Press Ltd
▪ Members of the Public	▪ Customer Services
▪ Customers and ODT Subscribers	▪ Publishing, Production and Distribution

▪ Contractors	▪ Mainland Distribution
▪ NZ Post	▪ Blenheim Sun
▪ Other Transport Operators	▪ Operations Manager
▪ Retail Agents	▪ Accounts and Payroll
▪ Advertisers (local, regional, and national)	▪ All other Allied Press Ltd employees

## KEY RESULT AREAS

The position of **Distribution and Customer Services Manager** encompasses the following major functions or key result areas:

- Ensuring the distribution network operates in the most efficient, cost effective and timely manner and that all publications are delivered as per defined quality standards.
- Continuously reviewing the distribution network and making recommendations for improving delivery routes to the benefit of the company and ensuring customer satisfaction.
- Regularly liaising with staff members, contractors, and relevant departments to ensure updates and other distribution matters are communicated as and when required.
- Leading a team that provides a high-quality responsive customer service, responding to enquiries from a variety of sources across subscriber and advertiser accounts, classified and front office duties.
- Monitoring data integrity across various platforms.
- Ensuring that systems and processes support and enable best practice administrative and account management practices.

The requirements in the above Key Result Areas are broadly identified below:

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Distribution Management</b>	
Managing the distribution of Allied Press publications ensuring delivery routes and schedules are coordinated with drivers and delivery personnel in an efficient manner.	<ul style="list-style-type: none"> <li>▪ Delivery routes are efficient with constant review and monitoring to determine most effective routes.</li> <li>▪ All publications are delivered on time and in excellent condition.</li> <li>▪ You manage missed deliveries and late runs efficiently ensuring the publications are re-delivered as quickly as possible.</li> <li>▪ Customer complaints are dealt with in a professional and friendly manner.</li> <li>▪ There is an efficient system in place for daily deliveries.</li> </ul>
Liaising with 3 <sup>rd</sup> partie distribution contractors (includes but not limited to Mainland Distribution, Reach Media, and Charming Contractors) to ensure that Allied Press KPI's are met in terms of delivery and disputes resolved.	<ul style="list-style-type: none"> <li>▪ Delivery of all products on time and in full.</li> <li>▪ Missed deliveries are minimized and publications are redelivered as efficiently as possible.</li> <li>▪ All contracts are formalised and reflect market rates and contractors are rewarded accordingly.</li> <li>▪ All delivery routes are optimized to ensure most efficiency.</li> <li>▪ All delivery contractors fulfill their Health and Safety obligations as required.</li> <li>▪ All distribution disputes are resolved.</li> <li>▪ All invoices are paid as per contract and service provided.</li> </ul>
Managing networks, processes, and resources to ensure that distribution occurs in the most efficient, cost-effective manner.	<ul style="list-style-type: none"> <li>▪ The distribution network is managed within the annual expense budget.</li> <li>▪ Documented distribution procedures are comprehensive, up to date and accessible at all times.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<ul style="list-style-type: none"> <li>Contractors are coordinated effectively for city and regional distribution.</li> <li>Freight collection and drop offs are coordinated efficiently and deliveries to destination depots are achieved on time.</li> </ul>
Looking for continuous quality improvement and cost management.	<ul style="list-style-type: none"> <li>You identify and report any concerns that may affect or adversely impact on timely deliveries.</li> <li>Down time is reduced.</li> <li>You make recommendations to restructure delivery patterns in a cost-effective manner.</li> <li>Ongoing training for staff to improve efficiency.</li> </ul>
Continuously reviewing and identifying increased freight revenues through our network.	<ul style="list-style-type: none"> <li>You remain open minded about new revenue streams and act upon business opportunities which are likely to increase revenue.</li> </ul>
Ensuring there are contingency plans in place for any potential disruptions (e.g., production or road issues) restricting the distribution of publications.	<ul style="list-style-type: none"> <li>You proactively make informed decisions ensuring effective distribution and avoiding delays.</li> <li>There is an efficient tracking system of arrivals and deliveries in all areas.</li> </ul>
Assisting with paper deliveries as and when required.	<ul style="list-style-type: none"> <li>All publications are delivered on time.</li> </ul>
Establishing communication systems to ensure all relevant parties and departments are provided with distribution updates as and when required.	<ul style="list-style-type: none"> <li>All the relevant parties and departments are kept well informed about distribution matters in a timely manner.</li> </ul>
Undertaking regular audits to ensure all runs are operating as per company expectations and contractual arrangements.	<ul style="list-style-type: none"> <li>Quality assurance targets are routinely met, exceeded, and audited.</li> <li>The distribution network is enhanced within the existing cost structure.</li> <li>You maintain and grow supplier relationships to ensure maximum use of resources.</li> </ul>
Working with Marketing Manager and Customer Services to monitor retail outlet displays and supply.	<ul style="list-style-type: none"> <li>Retail shops are adequately stocked on a regular basis to ensure they don't sell out of products or are over supplied.</li> </ul>
Reviewing and authorising monthly invoices from Contractors.	<ul style="list-style-type: none"> <li>Claims are closely monitored and checked particularly regarding late papers and extra mileage.</li> <li>You are demonstrating an awareness of discrepancies with GPS tracking.</li> </ul>
Documentation, information, records, and data	<ul style="list-style-type: none"> <li>Distribution manual is created and maintained.</li> <li>All information related to routes, contracts, delivery personnel are documented and updated as and when changed.</li> </ul>
<b>Delivery Resource Management</b>	
Managing the recruitment, induction, and performance of delivery personnel as and when required.	<ul style="list-style-type: none"> <li>You successfully recruit candidates and ensure efficient onboarding and induction processes.</li> <li>You ensure all appropriate agreements are in place.</li> <li>Staff are trained to produce the highest quality of work and consistently achieve set targets.</li> </ul>
Supervising delivery personnel to meet deadlines.	<ul style="list-style-type: none"> <li>Delivery personnel have clear expectations which are adhered to.</li> <li>Disciplinary actions are taken as and when required and procedures are followed in accordance with company policies.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Company Vehicle Maintenance</b>	
Ensuring all company vehicles are adequately maintained, kept clean and tidy, and adhering to all regulations including current warrant of fitness, registrations, and fuel cards.	<ul style="list-style-type: none"> <li>All vehicles have an up to date WOF and registration.</li> <li>All vehicles are maintained to a high standard.</li> </ul>
<b>Teamwork and Leadership</b>	
Working together as part of a team to meet the requirements of your role.	<ul style="list-style-type: none"> <li>You are willing to share your knowledge, experience, and ideas for the benefit of the team and wider business.</li> <li>Your communication with others is open, honest, and considerate.</li> <li>You demonstrate initiative and commitment to team objectives, actively participating in group activities.</li> <li>You are open and receptive to change.</li> </ul>
Leading and motivating all direct reports, ensuring a high-performance team that develops professionally and works together well.	<ul style="list-style-type: none"> <li>Team members understand and are motivated to achieve their objectives; guidance is readily provided when needed.</li> <li>You give regular, constructive feedback and acknowledge the efforts of others including giving praise where it is due.</li> <li>Agreed business goals are met through the proactive and consistent application of performance and development processes; performance concerns are raised with your manager promptly.</li> <li>You are able to move quickly between various jobs to ensure work is completed effectively.</li> <li>You contribute to team meetings positively and support other team members.</li> </ul>
Preparing and authorising staff rosters for day, night, and weekend shifts.	<ul style="list-style-type: none"> <li>Rosters are prepared well in advance and staff requests are accommodated wherever practicable.</li> <li>Timesheets are authorised for payroll in accordance with required timelines.</li> </ul>
Building professional capability within your team(s), ensuring they are fully competent to successfully undertake their roles.	<ul style="list-style-type: none"> <li>Regular performance and development reviews are conducted with all direct reports on a regular basis.</li> <li>There is evidence of the provision of constructive, honest, and positive feedback whilst communicating clear, specific expectations of conduct and performance.</li> </ul>
<b>Process Improvement</b>	
Supporting the business in identifying and implementing process improvement opportunities to enable optimal services to be delivered to our customers.	<ul style="list-style-type: none"> <li>You identify improvement opportunities and manage improvement requests from your team members.</li> <li>You play a key role in influencing change within your team and across relevant business functions.</li> <li>You present findings and recommendations with confidence and communicating these to your team.</li> <li>You promote and develop a continuous improvement culture within your team.</li> </ul>
<b>Training and Development</b>	
Managing the training of your team(s) on systems, products, and services	<ul style="list-style-type: none"> <li>You and your team are fully trained and competent in the use of all new and existing systems, products, and services.</li> <li>Your team can cover all positions and tasks when staff are absent.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<ul style="list-style-type: none"> <li>New staff are brought up to speed promptly through comprehensive training and orientation.</li> <li>Your team members are trained and competent in promotions and initiatives.</li> <li>Customer service standards are met as staff are both confident and competent to meet their responsibilities.</li> </ul>
<b>General Customer Service</b>	
Acting as an ambassador for our business, you and your team will provide our internal and external customers with exceptional service at all times.	<ul style="list-style-type: none"> <li>You and the customer service team are regarded as approachable, helpful, and friendly.</li> <li>Customers, both face to face, by email and on the telephone recognise they have received the level of support and service they seek.</li> <li>You take the initiative to improve work practices to get the best possible outcome.</li> <li>Problems and complaints are acknowledged, solutions identified and promptly acted upon.</li> </ul>
Providing a high quality, responsive and professional service to members of the public and local businesses that contact us by phone or email.	<ul style="list-style-type: none"> <li>Information provided to customers in respect to advertising billing enquiries is accurate.</li> <li>You develop FAQ's and troubleshooting flowcharts for the customer services team to use and update as required.</li> <li>Information provided by subscribers is accurate.</li> </ul>
Investigating and responding to customer concerns/complaints.	<ul style="list-style-type: none"> <li>Customer concerns are responded to promptly and the solutions offered are the best for both the customer and the Company.</li> </ul>
<b>Marketing and Sales</b>	
Working with the Marketing and Sales teams to support and implement new campaigns and initiatives.	<ul style="list-style-type: none"> <li>You actively contribute to helping to set and achieve marketing goals.</li> <li>You capture and analyse customer feedback and information making recommendations for enhancement where required.</li> </ul>
<b>Customer Services Management</b>	
Reviewing existing operating systems to ensure they are relevant for the services provided and assist in creating new systems if required.	<ul style="list-style-type: none"> <li>You make recommendations for enhancements to existing systems, processes and procedures which once implemented improve customer service, operational and or financial management within your areas of responsibility.</li> <li>There is up to date documentation pertaining to all standard operating procedures.</li> <li>Workflows are clearly defined.</li> </ul>
Ensuring all administration and associated banking/receipting/invoice services are undertaken so as to ensure the efficient and effective management of the department.	<ul style="list-style-type: none"> <li>You administer the department in the most cost-efficient manner.</li> <li>Paper stocks and other consumables are maintained to enable the department to function effectively.</li> <li>Stationery stocks are reviewed and managed within acceptable levels.</li> <li>Cash, EFTPOS transactions and other relevant payments are processed effectively.</li> <li>Any cash received is receipted and banked promptly.</li> <li>Total daily cash takings balance against till and EFTPOS receipts.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<ul style="list-style-type: none"> <li>All admin tasks are performed efficiently and on time as required.</li> <li>Paper waste is kept to a minimum.</li> </ul>
Invoice and expenditure approvals.	<ul style="list-style-type: none"> <li>Expenditure items are reviewed and approved where required.</li> <li>Other newspaper charges are reconciled ensuring charges are made to the customers (or cash have been paid).</li> <li>Postage invoices are reviewed, and potential savings are considered and communicated with branch offices/departments about efficiencies.</li> </ul>
Ensuring data integrity is maintained in all systems across Accounts, Circulation and Classified.	<ul style="list-style-type: none"> <li>You perform regular checks on data entered into the system to ensure that it meets agreed quality standards.</li> </ul>
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>Your training and development needs are discussed with your manager on an annual basis as part of your annual performance and development review.</li> <li>You take personal responsibility for gaining and applying new skills.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
Effectively managing workplace health and safety. All managers are expected to both model and champion Health and Safety excellence.	<ul style="list-style-type: none"> <li>You and your reports understand and consistently meet your obligations under the Allied Press Ltd Health, Safety and Wellbeing Policy and Procedures.</li> <li>You take responsibility for ensuring that regular Health and Safety audits are scheduled and undertaken to ensure a safe workplace is maintained at all times.</li> <li>A culture of workplace safety is evident.</li> </ul>
<b>Other Duties</b>	
From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> </ul>
Looking for opportunities to improve systems, processes and work practices – both within your own areas of responsibility and the organisation as a whole.	<ul style="list-style-type: none"> <li>You suggest new ideas and make refinements to systems, processes and work practices within your own role, and make suggestions for improvement to the organisation as a whole.</li> </ul>

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the annual performance and development review process.

## PERSON SPECIFICATION

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge / experience, qualifications, or equivalent level of learning through experience or key skills, attributes or job specific competencies.

	Essential	Desirable
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>Full NZ Driver's licence.</li> <li>NCEA level 3 or equivalent in English and Mathematics.</li> </ul>	<ul style="list-style-type: none"> <li>HT License (Class 2)</li> <li>Fork Hoist License with 'F' endorsement.</li> <li>Tertiary qualification in Logistics and/or Supply Chain</li> <li>A formal qualification in Accounting Practice, Office Administration, or similar is highly desirable.</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>Previous experience overseeing distribution networks</li> <li>Strong communication and negotiation skills.</li> <li>Previous experience in building rapport with people at all levels.</li> <li>Logical reasoning</li> <li>Team Leadership and/or Managerial skills</li> <li>Experience in managing work flows across business functions.</li> <li>Solid experience working with managing debtor's accounts, bank reconciliation and accounts receivable.</li> <li>IT, accounting system and process experience.</li> <li>At least five years previous work experience in a customer service /office or accounts administration role.</li> <li>A high level of competence in Microsoft Office programs including Word and Excel.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of regional road systems in the South Island.</li> <li>Previous cash handling experience.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Strong relationship management skills – ability to build and nurture important relationships both internally and external to the organization.</li> <li>Forward thinking and change ready – able to think beyond the current brief to strengthen the business.</li> <li>A high level of personal drive and judgment.</li> <li>Dependable, honest, and ethical; shows a high level of personal judgment.</li> <li>Always acts with discretion.</li> <li>Adaptable and flexible – open to change (positive or negative).</li> <li>Focused on providing a high level of customer service.</li> <li>High level of personal initiative - job requires a willingness to take on responsibilities and challenges.</li> <li>Ability to take a logical, systematic approach to issues and problems.</li> <li>Acts quickly and decisively in a "crisis" situation.</li> </ul>	

#### CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance review.

Acknowledged / Accepted:

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Employee

.....  
Date

.....  
Manager

.....  
Date