

Branch Supervisor

Job summary

We need a customer-focused leader to provide operational guidance to a branch of a growing national lifting equipment sales and service company.

Key selling points

- Established company with an excellent reputation and skilled technical team
- Enjoy global resources, national support, and local focus
- Develop your leadership skills in a supervisory role with management support

Advert text

Certex Lifting supplies lifting equipment, steel wire rope, height safety, and other lifting solutions, alongside connected services including testing, maintenance, and assembly of lifting products for industrial applications in a wide range of industries. With over 125 employees spread across ten Australian sites, Certex Lifting is one of Australia's largest lifting equipment and sales and service companies.

The role

We are looking for a leader who can assist the Regional Manager by overseeing branch operations; ensuring the branch is safely operating in accordance with company procedures, and supporting the effective flow of information between Management and branch employees. A key part of the role is encouraging employees to support company values and contribute to a positive, customer-focused culture; cementing our reputation in the local market for providing quality service and products.

Working closely with the Regional Manager, with limited day-to-day supervision, your role will include actioning operational decisions, made in conjunction with Management, and providing feedback and insight regarding the progress of the branch. You will be accountable for the operation of branch functions, including overseeing workflow, and sustaining positive customer relationships. You will also be involved in recruitment, performance improvement, and feedback and development conversations with branch employees.

This is a hands on role, you will be expected to step in and provide hands-on operational support in various business functions when needed to support the team and meet customer needs, whether it be in sales, technical solutions (within competency level), or warehousing and logistics.

What we are looking for - Must Haves

- Proven skill in effectively leading a team, either as a supervisor or as a technical expert responsible for coordinating a team and accountable for team outcomes.

- Working knowledge of the application of our products and services through experience in a “heavy industry” that utilises rigging, lifting, or height safety equipment.
- Experience in a compliance-heavy industry, regulated by Australian Standards.
- Multi-disciplinary experience; including experience in B2B customer service or sales, along with another relevant function such as logistics or production & service.
- Experience implementing and monitoring processes and procedures, with good knowledge of underpinning WHS and Industrial Relations laws and regulations, as relevant to a supervisory role.
- Experience utilising an ERP system (ideally Business Central / Microsoft Dynamics).
- Willing to participate in training and development activities as required to meet the needs of the position.
- A current, unrestricted driver’s license.
- Willing to undergo a pre-employment medical, including drug and alcohol screening.
- The legal right to work in Australia on a full time, permanent basis.

What we are looking for – Nice to Have

- Experience in the sale or servicing of rigging, lifting, or height safety equipment.
- High-Risk Work Licences including Forklift, and Dogging & Basic Rigging.
- Exposure to an ISO environment, including maintaining ISO standards, and working knowledge of interpreting and applying standards.

Who we are looking for

- Comfortable working in a technology-focused environment utilising Microsoft 365, including SharePoint and Teams, and supporting effective use of digital solutions.
- You must be able to communicate effectively and clearly in writing and verbally, with a personable and approachable manner, and can adapt your communication style to suit your audience, and keep the right people informed.
- Adaptable and innovative; able to find alternative solutions to ensure continuance of service delivery.

- Interested in learning and growing your skills, and adept at learning and applying learned knowledge.
- You know how to make things happen – you are adaptable and able to find solutions.
- You are far-sighted – understanding the impact of your actions on the future and acting to prevent future issues.
- You are good to work with – considerate, professional, and courteous towards others.

Why this is a good opportunity

With over 125 employees spread across ten Australian sites, Certex Lifting is one of Australia's largest lifting equipment and service companies, with a far-sighted focus on sustainable growth.

We pride ourselves on being good to work with, and this translates to a friendly, open, and comfortable company culture.

We are committed to providing opportunities for development to employees to ensure they have the confidence and knowhow to provide superior customer outcomes and want to be a long-term part of the team.

How to apply

If you believe you have what we are looking for and want to be part of the team, [apply online now](#).