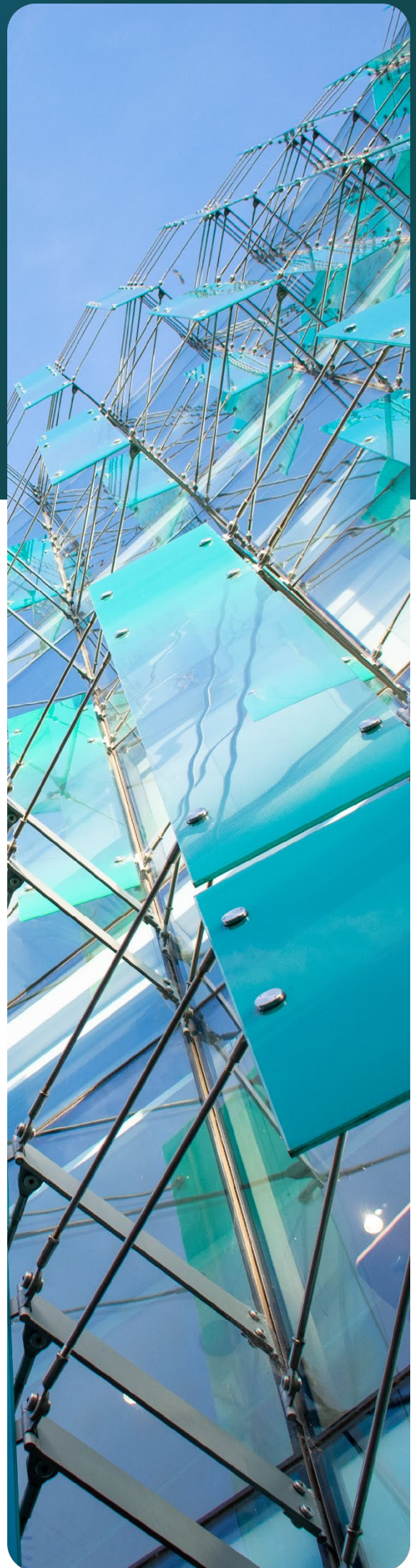


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Synargy Corporation Limited Operations Manager – Logistics & Customer

Position Description and
Additional Information

2 June 2026



ROLE PROFILE: Customer Operations Manager | Synargy

(NB: For the purposes of advertising, this role is titled Operations Manager – Logistics and Customer)

Reports to:	Head of Operations
Dotted Reporting Lines:	N/A
Direct Reports:	Approx. four direct reports (refer to organisational structure) Typical direct reports may include: <ul style="list-style-type: none"> • Logistics Coordinator • Warehouse Lead • Warehouse Assistant • Customer Service Team Members
Location	Rolleston, Christchurch, New Zealand

ROLE PURPOSE

The Customer Operations Manager is responsible for leading the day-to-day operational execution of customer operations across New Zealand and UKIRE markets, including customer service, logistics coordination, warehousing, transport, and operational support functions.

The role is accountable for ensuring operational efficiency, service delivery performance, workflow coordination, and operational continuity across NZ and UKIRE operations.

KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • Head of Operations • Group General Manager • Directors • Warehouse Team • Customer Support Teams • Product Team • Sales Teams (NZ, UKIRE) • Finance Team 	<ul style="list-style-type: none"> • Service Providers • Factories and Suppliers • Customers • IT Vendors

KEY ACCOUNTABILITY AREAS

1. Customer Service Operations & Escalation Management

Accountability:

Oversee customer service delivery and escalation management across NZ and UKIRE markets.

Key Responsibilities:

- Monitor customer service KPIs and operational performance.
- Support customer escalation management and issue resolution.
- Monitor warranty, repair, and returns workflows.
- Monitor timely communication with customers and stakeholders.
- Support and lead continuous improvement of customer service processes.
- Ensure service standards and customer expectations are achieved.

Measures of Success (KPIs):

- Warranty and returns turnaround times achieved
- Customer satisfaction maintained
- Cost management related to warranty within company targets
- Minimise reverse logistics costs and maximise recovery for returned products through optimal pathways.

2. Logistics & Shipping Operations

Accountability:

Oversee logistics, shipping, and freight execution across ANZ and UKIRE markets to ensure efficient operational delivery and service continuity.

Key Responsibilities:

- Lead and support the Logistics Coordinator across operational priorities.
- Oversee daily shipping and freight operations across NZ, AU, and UKIRE markets.
- Ensure processes are in place to monitor shipment schedules, freight movement, and delivery performance to proactively support business requirements.
- Coordinate communication with freight forwarders, 3PLs, and warehouse providers.
- Manage operational logistics escalations and issue resolution with freight forwarders and transport providers.
- Monitor logistics KPIs and operational performance.
- Support contingency planning for operational disruptions.
- Identify opportunities to improve freight coordination and operational efficiency.

Measures of Success (KPIs):

- On-time shipment performance
- Delivery service levels achieved
- Freight and logistics escalations resolved promptly
- Lead and work with team to mitigate late or additional costs from service providers
- Logistics KPIs achieved across all markets

3. Warehouse & Inventory Operations

Accountability:

Oversee NZ warehouse operations and UKIRE 3PL supporting NZ and UKIRE customer operations.

Key Responsibilities:

- Lead and support the Warehouse Manager across operational priorities.
- Monitor warehouse workflow and operational efficiency.
- Coordinate stocktakes across NZ and UK IRE stock holding locations.
- Support inventory accuracy and stock management processes.
- Support operational continuity and capacity planning.

Measures of Success (KPIs):

- Inventory accuracy maintained
- Warehouse operational efficiency achieved
- Warehouse KPIs achieved
- Operational disruptions minimised

4. Operational Systems, Reporting & Process Management

Accountability:

Support operational systems administration, reporting visibility, and process standardisation across customer operations functions.

Key Responsibilities:

- Liaise with IT providers and internal stakeholders regarding operational systems issues.
- Maintain operational procedures and process documentation.
- Coordinate operational reporting and performance visibility.
- Support operational systems administration and user coordination.
- Support process mapping and workflow improvements.
- Contribute to Quality Management System (QMS) initiatives.

Measures of Success (KPIs):

- Operational reporting delivered accurately and on time
- SOPs and process documentation maintained
- Process compliance achieved
- Operational systems support coordinated effectively
- Continuous improvement initiatives implemented

5. IT Coordination & Vendor Management

Accountability:

Act as the primary operational contact for internal IT support coordination and external IT vendor management, ensuring timely issue resolution, system continuity, and cost-effective IT support delivery.

Key Responsibilities:

- Act as the first point of contact for internal IT operational issues and support requests.
- Triage day-to-day IT issues and resolve where appropriate.
- Escalate technical or unresolved issues to the external IT vendor for support and resolution.
- Monitor progress and resolution of IT support requests and operational issues.
- Support user administration activities including Office 365 account coordination and access management.
- Assist with onboarding and offboarding system access requirements.
- Maintain visibility of recurring IT issues and identify improvement opportunities.
- Ensure IT support requirements are managed within approved operational budgets.

Measures of Success (KPIs):

- IT issues responded to within agreed timeframes
- Operational system downtime minimised
- IT vendor responsiveness maintained
- IT support costs managed within budget expectations
- User access and administration requests completed accurately and on time

6. Operational Compliance, Security & Health & Safety Coordination

Accountability:

Coordinate operational compliance, security, and Health & Safety administration activities for NZ operations.

Key Responsibilities:

- Coordinate site security processes and access management.
- Support Health & Safety compliance and administration requirements.
- Coordinate H&S meetings, training, and reporting activities.
- Maintain operational compliance documentation and records.
- Escalate operational risks and compliance concerns appropriately.
- Support a culture of operational safety and accountability.
- Accountability for MPI related requirements as a Transitional Facility. As the Nominated Delegate ensure all Transitional Facility requirements are met to high standard

Measures of Success (KPIs):

- H&S compliance maintained
- Training requirements completed
- Security processes maintained effectively
- Compliance documentation current and accurate
- Audit requirements achieved
- As the Nominated Delegate ensure all Transitional Facility requirements are met to high standard

CONTINUOUS IMPROVEMENT**Accountability:**

Support operational efficiency and continuous improvement initiatives across customer operations functions.

Key Responsibilities:

- Identify operational improvement opportunities.
- Support implementation of workflow and process improvements.
- Contribute operational insights and recommendations.
- Support operational efficiency and service delivery improvements.
- Promote consistency and operational best practice.

Measures of Success (KPIs):

- Process improvement initiatives implemented
- Operational efficiencies achieved
- Service delivery improvements identified and actioned
- Process consistency maintained

CORE COMPETENCIES

- Operational leadership and coordination
- Customer service operations
- Logistics and freight operations
- Warehousing and inventory management
- Stakeholder communication and relationship management
- Problem solving and escalation management
- Operational planning and prioritisation
- Reporting and operational analysis
- Process improvement and workflow optimisation
- Team leadership and collaboration

- Systems coordination and administration
- Commercial awareness and customer focus

QUALIFICATIONS & EXPERIENCE

Qualifications

- Qualification in Logistics, Supply Chain, Commerce, Business Administration, or related discipline preferred.

Experience

- Minimum 3–5 years operational leadership or coordination experience.
- Experience in logistics, warehousing, customer service, freight, or supply chain operations.
- Experience leading or coordinating operational teams.
- Exposure to multi-market operational environments preferred.
- Experience managing operational escalations and service delivery.
- Experience working with freight providers, 3PLs, or warehousing operations.
- Familiarity with ERP, inventory, or operational systems preferred.

CORE SKILLS

- Strong organisational and coordination capability
- Excellent communication and stakeholder management skills
- Ability to manage multiple priorities in a fast-paced environment
- High attention to detail and accuracy
- Strong problem-solving and decision-making skills
- Process-driven and operationally focused mindset
- Collaborative leadership approach
- Resilient, adaptable, and solutions-focused
- Customer-centric mindset

DECISION-MAKING AUTHORITY

The Customer Operations Manager – NZ & UKIRE is responsible for day-to-day operational decision-making within approved operational frameworks and delegated authority levels.

Strategic, commercial, budgetary, and organisational decisions remain the responsibility of the Head of Operations.

GENERAL

This position description outlines the primary responsibilities and requirements of the role and may be reviewed and updated from time to time in consultation with the employee.

The employee may also be required to undertake additional duties reasonably aligned to the scope and capability of the role.

Our process



OUTREACH AND ADVERTISING | Applications close 23 June 2026

Potential candidates identified through targeted search; applications reviewed and responded to.



APPLICANT SCREENING | From application to close

Initial screening of applications as they are received. This may include a discussion with candidates about their motivations for applying. We aim to run a timely and efficient process.



SELECTING AND SHORTLISTING | By 24 June

Once the role has closed our team will present the most qualified candidates to the client. Within this period, all applicants will receive notification of the status of their application.



CANDIDATE INTERVIEWS | Late June

Decipher Group prioritises a robust and consistent interview framework, based on a behavioural and competency-based assessment. Candidates will be advised of the interview structure and who will be present on the panel. All interviewed candidates will receive prompt feedback and will be advised of next steps once we have debriefed with the interview panel.



VETTING AND DUE DILIGENCE | Early July

We conduct thorough background checks and referencing to further assess competencies of preferred candidate/s. Decipher Group utilises a third-party provider for pre-employment and probity checks such as criminal history, qualification, employment history and bankruptcy. Our team will notify you in advance prior to us contacting your referees. Throughout the entire process, candidate confidentiality and privacy remain an absolute priority.



DECISION AND ONBOARDING | Early July

Following a rigorous evaluation, a conditional offer of employment will be made, subject to the completion of the above stage. Our team will communicate regularly with both the client and the successful candidate during this period. At the conclusion of the recruitment process, all remaining candidates will be notified, with the opportunity for feedback.

Operations Manager – Logistics and Customer

- Build operational excellence across international markets
- Lead people, systems, and customer outcomes
- Drive improvement within a growing business

About Synargy

Synargy is a successful privately owned business operating across New Zealand, Australia, and the UK/Ireland. Working with major retail partners, the company has built a strong reputation for quality products, responsive service, and operational excellence across international markets.

With overseas manufacturing partners, the Rolleston based Synargy team manages a sophisticated supply chain environment involving freight, inventory forecasting, warehousing, customer operations, and third-party logistics providers.

Through continued growth, the team culture remains close-knit, collaborative, and team-oriented. This newly created role will play an important part in strengthening operational capability, improving processes, supporting team development, and helping shape future operational structure across the business.

This is a great opportunity to extend your logistics career within an international context. Are you ready for your next challenge?

About the role

This is a broad, hands-on leadership role overseeing customer operations, logistics, warehousing, inventory coordination, and operational support across New Zealand and UK/IRE markets.

You will become a key operational leader supporting daily execution across multiple areas of the business, with exposure to international markets and opportunities to drive operational improvement as the company grows.

Key responsibilities include:

- Leading operational teams across customer service, logistics, and warehousing
- Managing freight, shipping, and 3PL relationships across NZ and UK/IRE
- Supporting warehouse operations, inventory accuracy, and stock management
- Overseeing customer operations, warranty processes, and service escalations
- Driving operational reporting, process improvement, and documentation
- Coordinating operational systems support and IT administration
- Supporting health & safety, compliance, and MPI transitional facility requirements

We seek someone who can confidently manage changing priorities, solve problems in real time, and maintain a calm, organised approach in a fast-paced environment.

About you

You are an experienced operations or logistics professional who is service orientated and enjoys building strong working relationships, improving processes, and supporting teams to succeed. You bring a practical and collaborative leadership style and are comfortable working across multiple operational functions at once.

The qualities that will make you a successful include:

- Proven operational leadership expertise
- A collaborative leadership style that builds trust and team engagement
- Strong organisational skills, combined with strong communication and stakeholder management capability
- A calm and solutions-focused approach under pressure
- Confidence working across systems, processes, and operational reporting
- A continuous improvement mindset with strong attention to detail
- Experience working with freight providers, warehousing operations, or 3PL partners
- Experience with MPI transitional facility requirements highly regarded

Most importantly, you will be someone who enjoys being part of a team, contributes positively to culture, and approaches challenges with professionalism, adaptability, and a willingness to help wherever needed.

How to apply

Apply online via the Decipher Group Opportunities page: <https://deciphergroup.co.nz/job-opportunities/>. To discover more about Synargy, visit <https://synargy.com/>

For further queries about the role; contact Lisa Edwards, lisa@deciphergroup.co.nz

Applications close: 23 June 2026.

We encourage you to apply early as we will be screening applications as received.

Please do not email us your CV and Cover Letter.
Please use the *Apply Now* link on our website.



Lisa Edwards
Senior Business Partner
Decipher Group

Relationship focused
Evaluative
Interested
Driven

decipher

Our Diversity, Equity and Inclusion Statement

Decipher Group care deeply about helping individuals achieve their full potential and supporting organisations to thrive by working toward a more progressive future.

Fostering a culture of inclusion and belonging that truly values individual differences, backgrounds, and perspectives ignites creativity and new ideas – and this is part of what makes our team exceptional. For us, progress is the only goal worth benchmarking.

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