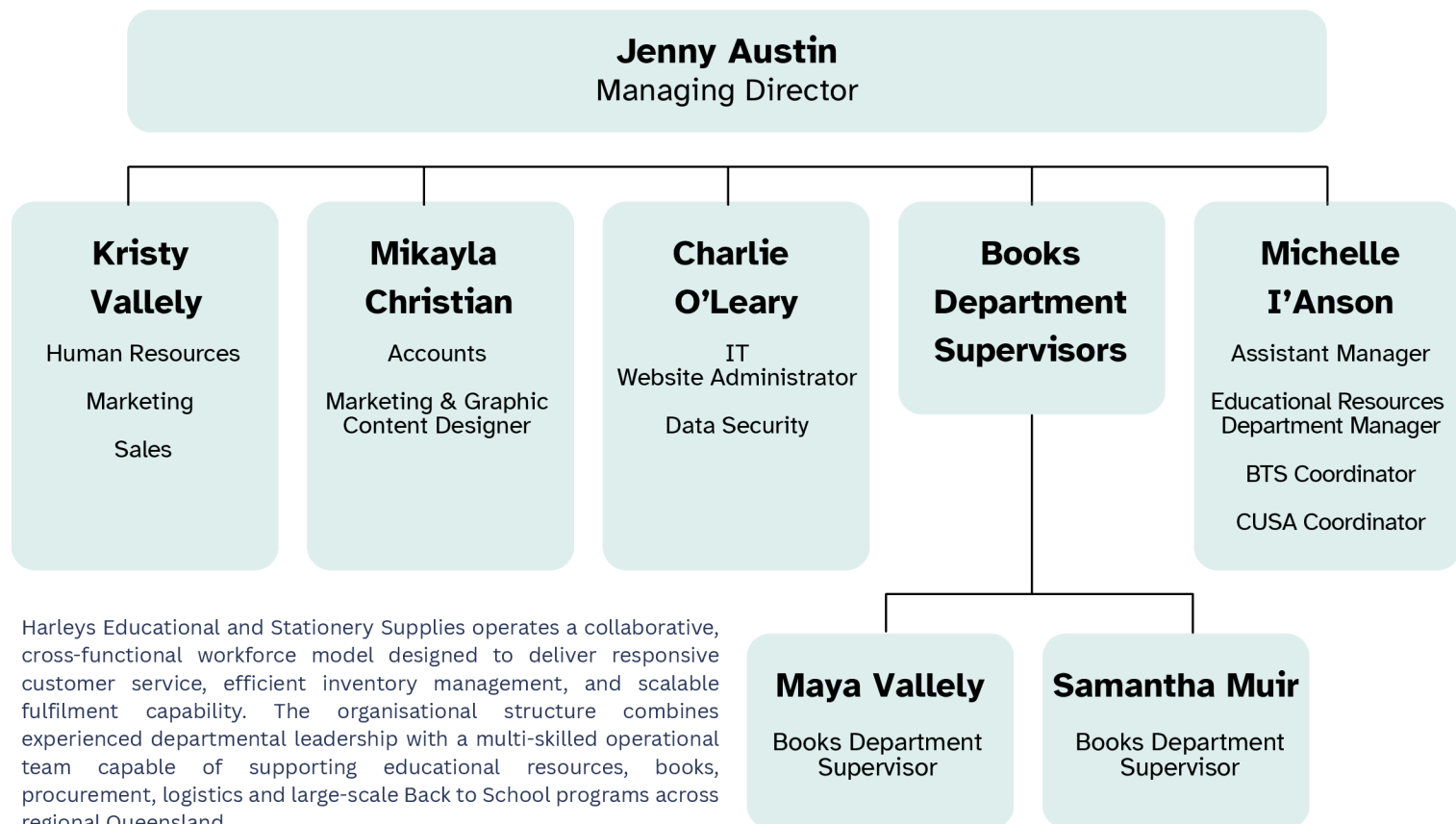


ORGANISATIONAL STRUCTURE

Executive & Department Leadership



Harleys Educational and Stationery Supplies operates a collaborative, cross-functional workforce model designed to deliver responsive customer service, efficient inventory management, and scalable fulfilment capability. The organisational structure combines experienced departmental leadership with a multi-skilled operational team capable of supporting educational resources, books, procurement, logistics and large-scale Back to School programs across regional Queensland.

Executive oversight is provided by Managing Director Jenny Austin, supported by dedicated leaders across operations, human resources, finance, the educational resources department (stationery, educational consumables and curriculum and hands-on resources and art & craft materials) and the books department (physical & digital textbooks, novels, information books, reading schemes and teacher resource materials).

This structure ensures continuity of service, accountability and operational resilience while maintaining the flexibility required to support government contracts and seasonal demand fluctuations.

Cross Functional Operational Team

- **Tiffany Greenwood**
- **Shamus Fitzgerald**

- **Isla (Junior Casual)**
- **Breanna (Junior Casual)**

These staff members take direction from everyone in the executive and departmental leadership team. Supporting customer Service, Procurement, Inventory Receivals, Books Department, Educational Resources Department and Freight & Dispatch, as well as BTS Operations and General Administration Functions.

Seasonal Back to School Workforce

Bridget Findley

BTS Fulfilment & Warehouse Supervisor

Kevin Austin

BTS Warehouse Layout & Support

BTS Casual Staff

Scalable season workforce up to 35 casuals may be hired over this period

Jenny Austin (Full Time)	
•	Owner Operator
•	Managing Director
•	Books Department Manager
○	Accounts Receivable, Accounts Payable & Payroll Supervisor
○	Customer Orders and Administration Supervisor
○	Procurement and Purchasing Supervisor
○	Customer Service and Sales Supervisor
○	Inventory and Receivables Supervisor
○	Digital Content and Website Editor
○	Accounts and Invoicing Officer
○	Freight and Dispatch Officer
○	Warehouse Supervisor
○	Sales Representative
Kevin Austin (Seasonal)	
•	Owner Operator
○	BTS Warehouse Coordinator
○	BTS freight and Dispatch Officer

Michelle l'Anson (Full Time)

- **Assistant Manager**
- **Workplace Consumables & Classroom Resources Department Manager**
 - Customer Service and Sales Supervisor
 - Customer Orders & Administration Supervisor
 - SOA / CUSA Arrangement Coordinator
 - Back to School Procurement Coordinator
 - Inventory, ERP & Reporting Supervisor
 - Digital Content & Website Coordinator
 - Procurement and Purchasing Officer
 - Inventory and Receivables Officer
 - Marketing & Communication 2IC
 - Accounts and Invoicing Officer
 - Freight and Dispatch Officer
 - Accounts Receivables Officer
 - Accounts Payables Officer
 - Sales Representative

Kristy Vallely

- **Human Resources & Marketing Consultant**
 - Marketing & Communications Manager
 - BTS Customer Service Supervisor
 - Digital Content Creator
 - Sales Representative

Mikayla Christian (Full Time)

- **Accounts Department**
 - Marketing & Graphic Content Designer
 - Digital Content and Website Editor
 - Accounts Receivable
 - Accounts Payable
 - Payroll

Charlie O'Leary (Casual)

- **IT Administrator**
 - Website Administration & Coding
 - Network Administrator
 - Data Security Supervisor

Maya Vallely (Full Time)

- **Books Department Supervisor**

- Customer Service and Sales Officer
- Customer Orders and Administration Officer
- Procurement and Purchasing Officer
- Inventory and Receivables Officer
- Book Covering and Processing Officer
- Accounts and Invoicing Officer
- Freight and Dispatch Officer
- Marketing and Communications Officer
- Digital Content and Website Editor

Samantha Muir (Full Time)

- **Books Department Supervisor**

- Customer Service and Sales Officer
- Customer Orders and Administration Officer
- Procurement and Purchasing Officer
- Inventory and Receivables Officer
- Book Covering and Processing Officer
- Accounts and Invoicing Officer
- Freight and Dispatch Officer
- Marketing and Communications Officer
- Digital Content and Website Editor

Tiffany Greenwood (Casual)

- Inventory and Receivables Officer
- BTS Order Fulfilment Officer
- Freight and Dispatch Officer
- Facilities Support Officer
- Warehouse Assistant

Shamus Fitzgerald (Casual)

- Customer Service and Sales Officer
- Digital Content and Website Editor
- Customer Orders and Administration Officer
- Inventory and Receivables Officer
- BTS Order Fulfilment Officer
- Freight and Dispatch Officer
- Warehouse Assistant

Isla (Junior Casual)

- Customer Service and Sales Officer
- Digital Content and Website Editor
- Customer Orders and Administration Officer
- Inventory and Receivals Officer
- BTS Order Fulfilment Officer
- Freight and Dispatch Officer
- Warehouse Assistant

Breanna (Junior Casual)

- Customer Service and Sales Officer
- Digital Content and Website Editor
- Customer Orders and Administration Officer
- Inventory and Receivals Officer
- BTS Order Fulfilment Officer
- Freight and Dispatch Officer
- Warehouse Assistant

Bridget Findley (Seasonal)

- Customer Service and Sales Officer
- BTS Order Fulfilment Supervisor
- Inventory and Receivals Officer
- Freight and Dispatch Officer
- BTS Warehouse Supervisor

Other Seasonal Casuals as required

- Customer Service and Sales Officer
- Customer Orders and Administration Officer
- Inventory and Receivals Officer
- BTS Order Fulfilment Officer
- Freight and Dispatch Officer
- Warehouse Assistant
- General Data Entry