

POSITION DESCRIPTION

POSITION TITLE:	Sales & Despatch Coordinator
DEPARTMENT:	Sales & Marketing
PRIMARILY REPORTS TO:	Site Manager (SM)
ALSO REPORTS TO:	NIL / Sales Manager (KLM only)
DIRECT REPORTS:	Nil

POSITION SUMMARY

Effectively and efficiently undertake sales and despatch duties (listed below) to defined Kiwi Lumber standards.

FUNCTIONAL RELATIONSHIPS

Internal

- Export Coordinator (EC)
- Export Sales Manager
- Regional Sales Managers
- Sales & Despatch Team
- Administration and Compliance Team
- Head Office Team

External

- Customers
- Freight Companies
- Custom Processors
- Container Packers

KEY RESULT AREAS	CORE RESPONSIBILITIES/DUTIES	KEY PERFORMANCE INDICATORS
1. Sales	<ul style="list-style-type: none"> • Assist with the preparation of a monthly Sales Plan. • Provide accurate order information for weekly scheduling and production planning. • Input data into Timbersmart programme. • Monitor all export orders and relay any relevant information to the Export Coordinator to ensure that Export orders are met and shipping is organised in advance. • Provide all export despatch dockets and associated daily diaries to the Export Coordinator. 	<ul style="list-style-type: none"> • All tasks to be performed: Within specified timeframes. According to internal procedures. Adhering to established methods and relevant internal and external standards. • Ensure the sales budget is achieved on a regular basis. • Ensure sales controllable credits are no more than 1% of total invoice transactions.

	<ul style="list-style-type: none"> • Compile monthly stock lists and mid-month specials lists in conjunction with the other site Sales & Despatch Coordinators. • Complete credit notes as required and provide to the Site manager for approval two working days before month end. • Produce a monthly sales report within four working days of the new month. 	
<p>2. Production Planning (Applicable to all sites except KLM)</p>	<ul style="list-style-type: none"> • Update the Kiln, Planer Mill, CTL Optimiser production schedules on a weekly basis and distribute drafts for the Production Meeting. • Coordinate the weekly offsite treating/custom processing for Masterton and Dannevirke. • Chair the weekly production planning meeting and finalise the production schedules. 	<ul style="list-style-type: none"> • Production schedules are based on: <ul style="list-style-type: none"> - Maximising production and minimising downtime. - Market demand. - Optimum stock levels and sales demand profile. - Liaison with the Sales and Despatch Coordinator to ensure deliveries in full and on time is maintained at 90% or better. • Reports on offsite treatment/custom processing production and work in progress stocks. Manages accordingly by raising any foreseen issues with Site Manager.
<p>3. Customer Service</p>	<ul style="list-style-type: none"> • Maintain regular contact with key customers. • Provide domestic customers with stock and specials lists. • As required, manage customer complaints and ensure these are logged in the complaints register with common reasons investigated and rectified. 	<ul style="list-style-type: none"> • All tasks to be performed: <ul style="list-style-type: none"> Within specified timeframes. According to internal procedures. Adhering to established methods and relevant internal and external standards.

	<ul style="list-style-type: none"> • Ensure the Order Status report is kept up to date and customers are informed ahead of time if an order may be late and an alternative delivery date or sale is negotiated. • Ensure all customer enquires received have been investigated fully and if none of the Kiwi Lumber sites are able to provide the specific product requested, if appropriate, an alternative product is offered. • As required, ensure customer Requests for Credits (RFC) are resolved within two weeks of receiving the notification from the customer, either by issuing a credit note or advising the customer in writing the RFC has been declined. 	<ul style="list-style-type: none"> • All customer service is provided in line with the Kiwi philosophy of “Under Promising and Over Delivering” by ensuring that what we promise is what we deliver. Ensure our “In Full On Time Deliveries” are running consistently at 90% or better by working with the Sales Manager’s to ensure orders are not accepted which cannot be fulfilled. • The response to a customer enquiry is not given until the production and stock of all sites is considered, ensuring the site within the customer’s geographic region is given the enquiry in the first instance.
<p>4. Despatch Coordination</p>	<ul style="list-style-type: none"> • Liaise with Forklift Operators to prepare despatch orders. • Arrange outward freight (normally the day prior to the despatch) between Kiwi and the Transport Operator. and ensure the relevant documentation is available. 	<ul style="list-style-type: none"> • All tasks to be performed: <ul style="list-style-type: none"> Within specified timeframes. According to internal procedures. Adhering to established methods and relevant internal and external standards. • Forklifts are organised to achieve prompt despatch and high utilisation. • Deliveries ‘in full on time’ are running consistently at 90% or better. The Kiwi Lumber ethic of ‘Under Promising and Over Delivering’ is promoted at all times.

		<ul style="list-style-type: none"> • Ensure outward freight is despatched on Kiwi Lumber's preferred carrier or the secondary carrier when not possible.
5. Stock Control	<ul style="list-style-type: none"> • Discuss any stock requirements at the production meetings. • Monitor Stock and Order reports daily and ensure any stock concerns are reported. • Discuss any Surplus or slow-moving stock lines at the monthly sales meeting to determine the best methods to clear these lines. • Make recommendations for reducing old stock to the Sales Managers. • Collate, summarise and reconcile the stock information from the quarterly physical stock count. 	<ul style="list-style-type: none"> • All tasks to be performed: Within specified timeframes. According to internal procedures. Adhering to established methods and relevant internal and external standards. • Ensure that stock holding is maintained at an acceptable level and at preferably no greater than 2 times production. • Stock 6 months and older since creation date is maintained at under 3% of total stock held at all times.
6. Price Lists and Costings	<ul style="list-style-type: none"> • Ensure that all appropriate processing costs have been added to an order prior to Despatch to ensure that all Green Sawn Realisation (GSR) records are correct. • Updated freight and external processing costs in TimberSmart once a supplier tender has been completed. 	<ul style="list-style-type: none"> • Ensure the GSR is of the highest value we can achieve in the market place and utilises appropriate systems to manage this.
7. Purchasing and Creditors	<ul style="list-style-type: none"> • Review suppliers annually on the basis of price, quality and service and undertake a tender process. Make any recommendation for the change of suppliers to the SM. • Complete monthly freight reconciliations.' 	<ul style="list-style-type: none"> • All tasks to be performed: Within specified timeframes. According to internal procedures. Adhering to established methods and relevant internal and external standards.

		<ul style="list-style-type: none"> Ensures purchases meet quality/cost (per purchase order-delegated signed authorities list)/time requirements.
8. Compliance (Applicable to some sites – KLD & KLG)	<p>Ensure the company meets the requirements of Forest Stewardship Council (FSC) Chain – of – Custody certification</p> <ul style="list-style-type: none"> Ensure the company is compliant will biosecurity requirements. 	<ul style="list-style-type: none"> Manage FSC Credit Account Register in line with Kiwi Lumber’s FSC Procedures Manual. Actively participate in the audit procedure. Manage biosecurity on site in line with the MPI Plant Export Certification Manual as well as meeting the requirements of the Secure Export Scheme (NZ Customs Services).
9. Health & Safety	<p>Support and adhere to all company health and safety policies, procedures and programmes, including but not limited to;</p> <ul style="list-style-type: none"> Reporting all incidents, accidents and illnesses. Adhering to isolation procedures at all times. Contributing to identification and minimisation of hazards/risks. Working in a safe manner at all times to avoid personal injury to self and others. Wearing appropriate PPE at all times. 	<ul style="list-style-type: none"> Contributes towards achievement of company health and safety goals and culture.
10. Team & Self Responsibilities	<ul style="list-style-type: none"> Actively participate in sales meeting and contribute to make these interesting and beneficial to the overall goal of achieving sales targets. Proactively communicate with entire Kiwi team. Ensure positive relationships are developed and maintained. Work productively as part of the team. Have a good attitude to learning new things and using this knowledge. 	<ul style="list-style-type: none"> Proactively contributes to developing and maintaining a positive and high performing team culture. Develops and maintains a working knowledge of log grade, condition and size.

11. Miscellaneous	<ul style="list-style-type: none"> Covers duties of others within immediate team as required. Complete any other assignments, projects or responsibilities delegated or assigned by Management. 	<ul style="list-style-type: none"> Duties completed accurately, efficiently and in a timely manner. Projects have clearly defined desired results, time frames for completion and authorities agreed at the beginning of the project.
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CORE COMPETENCIES	
Analysis and Problem Solving	<ul style="list-style-type: none"> Is able to develop alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and business requirements.
Communication	<ul style="list-style-type: none"> Communicates effectively in individual and group situations (including non-verbal communication). Adjusts language or terminology to the characteristics and needs of the audience. Communicates clearly in writing. Written work has appropriate organisation, structure, grammar, language and terminology.
Commerciality	<ul style="list-style-type: none"> Understands and demonstrates the need to balance costs with overall benefits to the business.
Work Standards	<ul style="list-style-type: none"> Sets high work goals or standards or performance for self, direct reports, others and the organisation.
Follow-up	<ul style="list-style-type: none"> Establishes procedures to monitor the results of work in progress or which has been delegated to or involves others.
Individual Leadership/Influencing	<ul style="list-style-type: none"> Uses appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers and superiors) toward goal achievement.
Initiative	<ul style="list-style-type: none"> Takes a self-starting approach rather than a reactive one. Takes action to achieve goals beyond what is required, is proactive.
Integrity	<ul style="list-style-type: none"> Is honest, dependable and reliable.
Planning & Organising/Work Management	<ul style="list-style-type: none"> Establishes a course of action for self and/or others to accomplish a specific goal and follows this through to completion Ensuring proper planning of personnel and appropriate allocation of resources.
Quality Orientation / Attention to Detail	<ul style="list-style-type: none"> Shows concern for all aspects of the job, accurately checking processes and tasks.
Resilience	<ul style="list-style-type: none"> Remains calm under pressure and is able to adapt to changing circumstances.
Punctuality and Work Ethic	<ul style="list-style-type: none"> Commences work on time and works efficiently. Works overtime to complete work as appropriate (note overtime must be approved prior to work being undertaken).

PERSON SPECIFICATION

Desired Qualifications

- NCEA Level 3
- Relevant Tertiary Level Qualification

Desired Experience/Skills

- 2+ year in sales/despatch role in relevant industry.
- Sound written, numeracy and computer skills.

Employee Name: _____ Employee Signature: _____ Date: _____