

POSITION DESCRIPTION

POSITION TITLE:	Despatch/Processing Assistant
DEPARTMENT:	Administration
PRIMARILY REPORTS TO:	Site Manager
DIRECT REPORTS:	Nil

POSITION SUMMARY

Effectively and efficiently undertake despatch, processing and other duties (listed below).

FUNCTIONAL RELATIONSHIPS

Internal

- Sales & Despatch Coordinator
- Office Administrators
- Processing Manager
- Processing Administrator
- Sales Team

External

- Freight Companies
- Treatment Plants
- Export Packers

KEY RESULT AREAS	CORE RESPONSIBILITIES/DUTIES	KEY PERFORMANCE INDICATORS
1. Despatch Coordination	<ul style="list-style-type: none"> • Processing customer orders (mainly domestic). • Coordinate product despatch for domestic customers and internal transfers ensuring; • Assist with ensuring customer enquiries are dealt with efficiently and effectively. • Prepare despatch load reports. 	<ul style="list-style-type: none"> • All tasks completed accurately, efficiently and within specified timeframes and according to internal procedures.
2. Data Input/Documentation	<ul style="list-style-type: none"> • Ensure the shift's production data has been entered accurately into system for assigned machine centres. • Ensure any discrepancies between input and output figures, duplicated or missing packets, or illegible writing are followed up and corrected. 	

	<ul style="list-style-type: none"> • Daily entry of data to production spread sheets including: <ul style="list-style-type: none"> - Collating Data - Validating Data - Printing DACS by shift. • Entering all custom processing from external suppliers into system. • Entering Filleters sheets into TimberSmart. • Set-up/enter machine centre production runs in TimberSmart in line with the production plan. 	
<p>3. Stock Control/Other</p>	<ul style="list-style-type: none"> • Check incoming loads of timber and receipt into TimberSmart. • Assist with progressive stocktakes. • Check all despatched loads of product to ensure they are correct and match despatch docketts. • Assist with compiling customer orders (operating forklift) as required. • Assess and order production-related consumables. • Manage inventory in the Yard and Shed. • Perform general office duties and administration tasks as required. 	
<p>4. Health & Safety</p>	<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 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.

5. Team & Self Responsibilities	<ul style="list-style-type: none"> • Proactively communicate with entire Kiwi team. • Ensure positive relationships are developed and maintained. • Work productively as part of the team. <p>Have a good attitude to learning new things and using this knowledge.</p>	<ul style="list-style-type: none"> • Proactively contributes to developing and maintaining a positive and high performing team culture.
6. Miscellaneous	<ul style="list-style-type: none"> • Complete any other tasks, assignments, projects or responsibilities delegated or assigned by Management. 	<ul style="list-style-type: none"> • Duties completed accurately, efficiently and in a timely manner.

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.
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 2

Desired Experience/Skills

- 1+ years in similar role in production environment.
- Sound written, numeracy and computer skills.

Employee Name: _____ **Employee Signature:** _____ **Date:** _____