

Enatel

Job Description

Position: Logistics Team Leader

Department: Logistics

Reports to: Sales Operations Manager

Direct Reports: 2

Scope of Role:

The Logistics Team Leader is responsible for ensuring the customer order fulfillment process is completed by the Logistics team in an accurate and timely manner, providing a high level of service to Enatel's customers at all times.

Key Responsibilities:

Logistics

- Ensure the Logistics Team is processing customer orders in an accurate and timely manner.
- Liaising with the Production & Planning teams regarding delivery dates.
- Working closely with the Dispatch Team to ensure all orders are dispatched in the required timeframe.
- Working with freight forwarders to ensure the best pricing and service is obtained for customers.
- Reviewing freight invoices to ensure freight is being charged to customers correctly.
- Completing month end checks and processes in the required timeframes.
- Weekly and month end sales reporting as required.
- Train and develop the Logistics Team.
- Proactively identifies areas for improvement in the customer order fulfillment process.
- Assisting to maintain the Open Orders database.
- Communicating with customers in relation to Accounts Receivable.
- Supporting the monthly Sales Operations production forecasting cycle with reports.

Customer Service

- Ensuring the team are responding to all customer queries within 24 hours of receipt.
- Resolve any escalated customer queries or issues if required.

Accounts/Administration

- Ensure all invoices are coded by the team and signed off in a timely manner.
- Liaising with the Finance Manager to regarding customer credit limits as required.

Health & Safety

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.

Security

- Ensuring all Secure Export Scheme guidelines and rules are followed by the team.
- Maintaining Secure Export Scheme documentation.

General

- Inspiring, leading, and supporting your team to provide exceptional customer service.
- Driving results and performance beyond expectations.
- Representing our company and always maintaining a high level of professionalism, both internally and externally.
- Other duties as required from time to time and as requested by the Manager.

Environmental

Enatel is committed to minimising the environmental impact of our operations and products.

Ensuring Environmental policies and processes are followed.

- Segregating waste correctly and safely including hazardous waste
- Emptying of waste bins into correct skips and cages
- Safe handling and storage of hazardous substances such as chemicals

Key Relationships:

Internal	External
• Planning	• Customers
• Production	• Freight Forwarders
• Sales Team member	• Transport Companies
• Dispatch	• Official / Certifying parties (Chamber of Commerce, SGS, NZ Customs)
• Finance	
• Engineering	
• Procurement	

Person Specification:

Competencies	<ul style="list-style-type: none"> • Directing Others – Is good at establishing clear directions. Distributes workload appropriately. Maintains two-way communication with others on work and results. Brings out the best in people. • Drive for Results – can be counted on to exceed goals successfully. Steadfastly pushes self and others for results. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging.
---------------------	--

eNATEL

	<ul style="list-style-type: none"> • Organising and Planning - uses resources effectively and efficiently. Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals. • Managerial Courage – provides current, direct, complete, and “actionable” positive and corrective feedback to others. Faces up to people problems on any person or situation. Is not afraid to take negative action when necessary. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Interpersonal Savvy – Is a good communicator. Relates well to all kinds of people – up, down and sideways, inside and outside the organisation. Builds constructive and effective relationships. Can defuse even high-tension situations comfortably. • Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. • Priority Setting – Spends his/her time and the time of others on what’s important. Can quickly sense what will help or hinder accomplishing a goal. Eliminates roadblocks and creates focus.
<p>Skills & Attributes</p>	<ul style="list-style-type: none"> • Team leadership skills • Exceptional customer service skills. • Excellent written, verbal and listening communication skills. • Intermediate computer skills, including MS Excel. • Strong numeracy skills. • Strong attention to detail and a high level of accuracy. • Strong time management skills with the ability to prioritise workload effectively. • The ability to remain calm under pressure. • A high level of initiative and problem-solving skills.
<p>Experience & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of shipping and export procedures
<p>Qualification / Licenses</p>	<ul style="list-style-type: none"> • Applicable tertiary qualification desirable