

Enatel

Position Description

Position: Logistics Coordinator

Department: Logistics

Reports to: Logistics and Distribution Team Leader

Direct Reports: None

Scope of Role:

The primary focus of the Logistics Coordinator role is to manage the customer order fulfilment process and associated functions in an accurate and timely manner.

The Logistics Coordinator role involves a high level of co-ordination between customers, Account Managers, Planning and Production Teams, therefore strong organisational skills and effective communication skills are paramount.

Key Responsibilities:

Order Processing

- Verification of customer Purchase Order details with the relevant Account Manager
- Creation of Sales Orders in CSI
- Providing the customer with an Order Acknowledgment within 24 hours
- Communication of orders to the Planning team within 24 hours
- Request of Build Sheet from Sales or Engineering if applicable
- Confirmation of the delivery date to the customer within 5 days (this period may be extended for customised or complex system builds)
- Preparing a pro-forma invoice to obtain payment if required
- Preparing freight quotes if required
- Participating in daily Production & Planning meetings to monitor delivery dates
- Providing regular communication to the customer around delivery dates
- Communicating the daily dispatch requirements to the Dispatch Team
- Arranging the dispatch with the selected freight forwarder as required, utilising the most appropriate shipment method based on the weights and dimensions of the consignment
- Preparation of shipping documentation in accordance with specific customer and country requirements
- Arranging external quality inspections as required by the customer
- Processing of Samples and miscellaneous shipments for the business as required
- Adhering to any Production and Shipping Holds

Customer Service

- Responding to all customer queries within 24 hours of receipt

Accounts/Administration

- Review of freight invoices to ensure the charges are in line with quoted pricing, completing an investigation of any discrepancies

- Coding of freight invoices for accounts
- Coding of Chamber of Commerce invoices for accounts
- Maintenance of SOPs
- Completion of regular cross training
- Miscellaneous reporting as required

Health & Safety

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner
- Adhere to all health and safety policies whether at our Christchurch premises or elsewhere

Security

- Ensuring all SES guidelines and rules are followed

Environmental

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

- Ensuring Environmental policies and processes are followed

General

- Upholds the Enatel company values
- Contributes to the achievements of departmental goals and objectives
- Completes any other tasks, projects or duties as required by Management from time to time.

Key Relationships:

<i>Internal</i>	<i>External</i>
▪ Planning	▪ Customers
▪ Production	▪ Freight Forwarders
▪ Account Managers	▪ Transport Companies
▪ Dispatch	▪ Official / Certifying parties (Chamber of Commerce, SGS, NZ Customs)
▪ Accounts	
▪ Engineering	
▪ Procurement	
▪ Quality Team	

Person Specification:

Attribute	Essential	Desirable
Competencies	<ul style="list-style-type: none"> • Functional/Technical Skills - has the functional/technical knowledge and skills to do the job at a high level of accomplishment. • Learning on the Fly - learns quickly when facing new problems and is open to change. Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. • Problem Solving - looks for opportunities to resolve issues and solve problems. 	

	<ul style="list-style-type: none"> • Process Management – Good at figuring out the processes necessary to get things done. Can simplify complex processes. • Customer Focus – is dedicated to meeting the expectations of internal and external customers and acts with customers in mind. • Team Contribution – Is helpful and co-operates with others in the team in getting work done. 	
Skills & Attributes	<ul style="list-style-type: none"> • 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. 	
Experience & Knowledge	<ul style="list-style-type: none"> • Knowledge of shipping and export procedures. • Experience with ERP systems would be advantageous. 	
Qualification / Licenses		<ul style="list-style-type: none"> • Applicable tertiary qualification.
Teamwork	<ul style="list-style-type: none"> • Needs to work well within a team and communicate closely with other team members about customer activities. Must be prepared to assist other team members when needs arise. 	