

Position Description

Title: Logistics Coordinator
Department: Sales Operations
Reports to: Sales Operations Manager

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
- 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 and coding of freight invoices for accounts
- Creation and maintenance of SOPs
- Completion of regular cross training
- Sales and general 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

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:

Internal	External
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 and technical knowledge and skills to do the job at a high level of accomplishment. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. • Learning Agility - the ability to learn quickly in a new environment. • Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Ethics & Values - Has an appropriate and effective set of core values and beliefs, and acts in line with those values at all times. 	
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. 	

	<ul style="list-style-type: none"> • 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. • 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. 	
Experience & Knowledge	<ul style="list-style-type: none"> • Knowledge of shipping and export procedures, including Origin Certificates, Letters of Credit and general export shipping documentation. • Experience with ERP systems would be advantageous. 	
Qualification / Licenses		<ul style="list-style-type: none"> • Applicable tertiary qualification.