

POSITION DESCRIPTION



Position	Logistics Coordinator	Division	Icepak
Reports to	TBC	Location	Longburn
		Date	March 2023

Job purpose

Responsible for planning, organizing and executing the outbound orders for Icepak including container loading, local orders and customer returns.

Key responsibilities	Performance Indicators
<p>Scheduling, Loading & Documentation</p> <ul style="list-style-type: none"> Prepare the schedules for each day <ul style="list-style-type: none"> Look at the orders each day and work out the most effective way to execute the required outbound orders Check all paperwork to make sure the count matches <ul style="list-style-type: none"> Check labelling, tallyman counts and row counts Physically check for missing cartons Check all containers have the correct shipping marks and any other additional labels that are required are applied to all cartons Liaising with the Downstack Team to ensure the correct product is available on time Have a good understanding of operational challenges and expectations Follow all SOP's for documentation 	<ul style="list-style-type: none"> Zero customer complaints Accuracy of documentation Zero damage to product or equipment Tasks are completed in a timely manner All store staff to understand workload expectation
<p>Customer Service</p> <ul style="list-style-type: none"> Liaise with our customer to ensure that we are familiar with and understand their requirements Confirm with customer on the upcoming weeks contracts and ensure that all equipment required for the contracts arrives on time. Follow up on all customer enquiries 	<ul style="list-style-type: none"> Timely, accurate and professional communication with customers All customer enquiries and requests followed up on within one working day Proactive response on any issues that arise
<p>Logistics</p> <ul style="list-style-type: none"> Liaise with trucking companies to ensure containers and orders are collected and delivered on time. Liaise with Shipping lines when required. Liaise with Ports when required. 	<ul style="list-style-type: none"> All orders delivered on time Zero customer complaints
<p>Internal Support</p> <ul style="list-style-type: none"> Provide support and cover for the Load Out Team and Site Supervisors Provide support and cover in other areas as required 	<ul style="list-style-type: none"> Understand the role of the Load Out Team and Site Supervisors Understanding of all roles
<p>H,S & Environment Risk Management and Compliance</p> <ul style="list-style-type: none"> Ensure compliance with health and safety, and food safety legislation Regularly monitor adherence to H&S procedures to maintain a safe working environment 	<ul style="list-style-type: none"> H&S adherence monitored. Role model for Safety Drug and alcohol policy adhered to

<ul style="list-style-type: none"> • Ensure all hazards are identified and managed • Ensure all incidents and near misses are reported within 24 hours • Ensure compliance with any statutory requirements and/or local bylaws in relation to hazardous substances, resource management and protection of the environment (e.g. noise) 	<ul style="list-style-type: none"> • Hazards are identified and controlled • Incidents and near misses are reported and investigated • Environmental laws/bylaws adhered to
<p>Risk Management Programme</p> <ul style="list-style-type: none"> • Complete all training provided and follow all necessary procedures to meet site compliance • Understand and have an in depth knowledge of country requirements (OMAR) 	<ul style="list-style-type: none"> • Completed training on training register • Compliance in Internal audits • Compliance in MPI audits • Compliance in Customer audits
<p>General obligations for all employees</p> <ul style="list-style-type: none"> • Promote a safe and healthy workplace by undertaking responsibilities as outlined in health and safety policy and procedures • Demonstrate the core values of the company, by being honest and open, professional, respectful and 'walking the talk' • Deliver great customer service by always listening to the customer, consulting and acting professionally • Work well with other members of the Icepak team in a positive and respectful manner at all times 	<ul style="list-style-type: none"> • Health and safety procedures followed, and hazards reported. • Incidents and injuries reported. • Contributes as a team member. • Core values demonstrated. • Positive feedback from customers

Major challenges in the position

<ul style="list-style-type: none"> • To ensure product and volumes are loaded out correctly (Zero stock loses) • To ensure all planning is completed in a timely manner and giving as much foresight into the day/week/month as possible • Responding to customers queries in a timely manner with correct information • Communicating necessary details to relevant team members • Delivering on set KPI's and improving efficiencies • Prioritising tasks • Managing customers requirements, providing necessary feedback to customers and team members
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Delegated authorities

Financial authority	Refer to delegated authority manual
Delegated authority	Refer to delegated authority manual
Direct reports	Nil

Job Requirements (Skills, Knowledge, Experience)

<ul style="list-style-type: none"> • Physically fit and resilient (able to work in frozen environments) • Dedicated to operating in a safe and prudent manner, having regard for other employees working in and around Icepak • Understanding all the operational activities • Able to work cohesively with other members of the team • Experience in customer services and logistics • Experience in use of Microsoft Office applications (Excel, Word, Excel, PowerPoint Outlook) • Effective customer relationship management skills • Effective organisation skills • The ability to communicate effectively in writing and verbally with people at all levels, and externally

Key relationships

Management	Regional Manager, Site Manager and Supervisors
Within division	Customer Services / Administrator and Warehouse team members
Outside division	Icepak branches and Halls Transport
External	Customers and third party transport providers

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned position. They are not an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.