

# POSITION DESCRIPTION



This document provides an indicative description of the purpose and accountabilities of the role and specifies competencies required to sustainably attain company objectives. Actual performance requirements and expectations should be included in the annual performance review

Title and reporting relationships			
Position title:	<b>Dispatcher</b>		
Reports to:	Operations Manager		
Direct Reports:	Drivers	Indirect Reports:	Nil
Business unit:	Transport	Organisation unit:	Hall's Group
Location:	As per IEA	Delegated Authority:	Nil

Role purpose
<p>Responsible for the day-to-day dispatch of freight delivery across the area network to meet customer requirements and Hall's DIFOT commitments. In collaboration with Planning, the wider dispatch team and the Operations Manager, ensure driver resourcing is planned in advance with coverage for weekends and peak season periods. A critical component of the role will be the proactive management for operational changes or disruptions ensuring swift problem resolution and professional customer communication is in place.</p> <p>Responsible for ensuring fleet maintenance and compliance is in line with service schedules. This role will be required to support the smooth running of Dispatch including driver management, ensuring the health and safety, time management, absence cover and overall well-being of drivers reporting to the position.</p> <p>You will have a high degree of agility and adaptability to keep up with the fast pace and fluid nature of the environment we operate in.</p>

Role accountabilities
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Ensure drivers have clear objectives, are checked in on a regular basis and are held accountable for execution of KPIs.</li> <li>• Serve as the primary point of contact for drivers.</li> <li>• Track and manage driver schedules to ensure timely deliveries</li> <li>• Address any delays or issues that arise during deliveries</li> <li>• Track and audit driver hours and delivery times</li> <li>• Drive functional excellence and process improvement within the team.</li> <li>• Understand and take responsibility for the Transport Operations processes, policies, SOPs (Standard Operating Procedures) to train employees, monitor performance, measure gaps, and create a quality improvement platform.</li> <li>• Monitor driver well-being and address any health or safety concerns promptly.</li> <li>• Engage drivers and monitor for signs of fatigue, illness, or unusual behaviour escalating any concerns.</li> <li>• Ensure Driver coverage for planned and unplanned leave is resourced accordingly.</li> </ul> <p><b>Dispatch</b></p> <ul style="list-style-type: none"> <li>• Ensure clients' goods are managed from acceptance to point of delivery, optimising the use of Hall's Group resources to provide excellent customer service to agreed contractual levels adhering to compliance requirements.</li> <li>• Detailed understanding of all Planning and Dispatch position requirements within Halls, including Fleet, Drivers, Routes and TMS knowledge.</li> </ul>

- Proactively work with Stores Team Leader to ensure effective communication between Dispatch and Stores Team and efficient planning with all cross-docking and dock activity.
- Make cost conscious decisions within delegated authority and budget in the planning and executing of dispatch (vehicles; driver resources; temporary staffing).
- Communicate, co-ordinate and report on all operational issues such as delays, break downs, freight damage. Ensuring that customers are updated in a timely manner.
- Co-ordinate the jobs/ consignments for the allocated runs and ensure they are captured within the appropriate transport system accurately and fully.
- Create delivery manifests for the allocated runs and ensure this information is delivered to the relevant driver, owner driver or sub-contractor.
- Remain compliant with all legislative requirements, including but not limited to weights, lengths and 'H' permit requirements.
- Identify and communicate to operations on all vehicles awaiting unload following the end of the drivers shift.
- Escalate any non-compliance of process to Management for follow up.
- Communicate any changes or updates to delivery schedules promptly.
- Proactively work with the Stores Team Leader to ensure effective communication between Dispatch and Stores Team and efficient planning with all cross-docking and dock activity.
- Monitor traffic and weather conditions to adjust routes as necessary.

#### **Fleet Maintenance**

- Arrange for the servicing of the fleet ensuring it is maintained and repaired in accordance with company fleet servicing policies and procedures.
- Callout costs are managed to keep costs as low as possible.

#### **Compliance and Risk Management**

- Ensures resilience within the operations to ensure readiness that ensures business continuity.
- Ensure safety incidents are accurately recorded.
- Successful adherence to and management of Hall's safety and regulatory and compliance programmes to protect the company, its employees, suppliers, contractors and customers.
- Comply with customer and third-party Health & Safety requirements.
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#### **Stakeholder Engagement and Communication**

- Professional interaction with key stakeholders including customers, drivers, stores, operational support staff and contractors.
- Collaborate with the internal operations teams for day to day customer enquiries and proactive communication ensuring issues are communicated clearly and in a timely manner for resolution.

#### **Customer Management**

- Serve as the primary point of contact for customers regarding delivery inquiries and updates.
- Liaise with customers to provide delivery updates and address any concerns.
- Provide timely and accurate information to customers about shipment status, delays, and any issues that may arise.
- Proactively communicate with customers to manage expectations and ensure satisfaction.
- Address and resolve customer complaints and concerns promptly and professionally.
- Coordinate with internal teams to investigate and resolve any delivery issues or discrepancies.
- Follow up with customers to ensure that their issues have been resolved to their satisfaction.

#### **Food Safety and Hygiene:**

- Ensure compliance with food safety and hygiene regulations, including Export and Risk Management Program (RMP) standards.
- Monitor temperature controls and handling procedures to maintain product integrity.

#### **Innovation**

- Work collaboratively to assist in improving processes and systems to support improved service quality, drive efficiency and company performance.
- Ensure up-to-date working knowledge of Hall's transport systems and processes to effectively provide cover across all areas of dispatch.

**General**

- Other duties as may be instructed by Management

**Key relationships**

Internal	External
Site operations team: Stores, Operations Support and Dispatch team; Drivers; Site management.	Customers
Customer Services	
Operation Managers	Third-party providers – Owner Drivers; Sub-Contractors
Account Managers	
Business Development Managers	

**Health & Safety accountabilities**

Hall's Group Health & Safety Management System outlines the key responsibilities for Managers & Employees. Please refer to this for further information.

**Leadership**

- Demonstrate and be safety leader at site level
- Ensure all hazards, incidents and near misses are reported and investigated. Learnings from these should be shared at site level
- Engage and consult with workers around anything that impact on workers health and safety
- Engage drivers and monitor for signs of fatigue, illness or unusual behaviour. Identify any concerns to the operations staff

**Specific health, safety, and quality responsibilities**

- Take reasonable care of their own Health and Safety, and that of others who may be affected by their activities
- Ensure you are fit for work
- Report any injuries, strains or illness that may occur as a result of your tasks / activities
- Cooperate with a reasonable health and safety standard, supporting system and process set by Halls, that has been notified to Halls employees
- You must use all personal protective equipment provided by employer
- If you are a driver or operating machinery, you have the responsibility to tell your employer if you take medication that makes you drowsy
- Report any unsafe condition that you may identify or witness in the workplace, including any risks, incidents, near misses. This is so they can be investigated to eliminate or minimise any harm to you and others
- Not to interfere with or misuse anything that has been provided for your Health and Safety
- To tell your manager if something happens that might affect your ability to work.
- Following all reasonable safety and wellness rules and instructions
- Participate in safety and wellness meetings
- Reporting for work is a state that doesn't impair performance or fitness for work

Failure to follow reasonable safety and wellness policies and guidelines may be considered serious misconduct.



## Key Performance Indicators

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## Attributes

Personal Characteristics	<ul style="list-style-type: none"> <li>• Good problem-solving skills</li> </ul>
	<ul style="list-style-type: none"> <li>• Must have an application of good customer service and recognise the importance of the “customer comes first” attitude and exceeding expectations. However, need to understand the practical implications of applying these principals.</li> </ul>
	<ul style="list-style-type: none"> <li>• Need to have the ability to develop a rapport, build and maintain customer relationships, both <u>internal and external</u>.</li> </ul>
	<ul style="list-style-type: none"> <li>• Must have the desire and motivation to adopt the approach of the “internal customer” to ensure a positive and supportive contribution to the working environment.</li> </ul>
	<ul style="list-style-type: none"> <li>• Must be conscientious and have a positive and professional attitude themselves and instil this culture in the team</li> </ul>
	<ul style="list-style-type: none"> <li>• Need to be confident, have the ability to take ownership, personal drive and commitment and desire to achieve results.</li> </ul>
	<ul style="list-style-type: none"> <li>• The ability and maturity to be able to cope with high levels of stress.</li> </ul>
	<ul style="list-style-type: none"> <li>• Need to recognise importance of adopting the “internal customer” approach to help foster professionalism.</li> </ul>
	<ul style="list-style-type: none"> <li>• Treat all customers (internal &amp; external) and direct/indirect reports with dignity and respect at all times</li> </ul>
Flexible Nature	Must have <b><u>flexible, adaptable</u></b> and display <b><u>agility</u></b> to thrive in a <b><u>constantly</u></b> changing environment
Independent Learner	Encouraging oneself and encouraging others to pursue self-improvement training opportunities as appropriate.
	Expanding personal horizons by attempting to glean extra knowledge in pertinent areas.
Positive Attitude	Always looking for new solutions to problems
Confidentiality	Must maintain integrity and confidentiality at all times

## Qualification and experience

Requirement	Preferred
Education	<ul style="list-style-type: none"> <li>• NCEA Level 1/2/3 certification or equivalent in logistics, transport or related discipline.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Proven experience as a dispatcher or in a similar role within the transportation industry.</li> <li>• Strong knowledge of route planning and optimisation techniques.</li> <li>• Excellent organisational and time management skills.</li> <li>• Strong communication and interpersonal skills.</li> <li>• Ability to work under pressure and handle multiple tasks simultaneously.</li> <li>• Knowledge of health and safety regulations related to transportation.</li> </ul>
Technical/Functional Expertise	<ul style="list-style-type: none"> <li>• Advanced MS skills</li> <li>• Track record in delivering financial / business KPIs</li> <li>• Customer services</li> <li>• CRM experience beneficial</li> </ul>

	<ul style="list-style-type: none"> <li>• Intermediate MS Office Programmes</li> <li>• Working knowledge of transport management software</li> </ul>
Industry Experience	<ul style="list-style-type: none"> <li>• 2 years minimum transport and logistics or service-related industry experience</li> </ul>

Mission/BHAG/Values	
Mission	Be in the top 5% safest transport and storage businesses in New Zealand
Values	TRUST and RESPECT each other GROW our people and our business LEAD with uncompromising excellence and ACCOUNTABILITY for our success

Disclaimer	
<p>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 and due to changing circumstances and Halls desire to constantly improve systems and processes these may be permanently altered in consultation with you. From time to time, you may also be required to perform other duties within your capability outside of their normal responsibilities as needed.</p>	