

Windsor

ARCHITECTURAL HARDWARE

JOB SPECIFICATION

POSITION DESCRIPTION

Position: Dispatch Operator

Responsible to: Dispatch Team Leader

Responsible for: N/A

Location: Windsor Architectural Hardware Head Office, Invercargill New Zealand

Purpose: To assist the Dispatch Team Leader with picking, skin/carding production, packing and dispatching orders to achieve Company Targets.

<i>Key Responsibilities</i>	<i>Performance Standards</i>
<p>Dispatch Assist with Picking, Carding, Packing and Dispatching of orders.</p> <p>Stock levels maintained.</p> <p>Coordinate with the Workshop Team Leader for the picking and dispatching lead-times of all custom orders.</p>	<ul style="list-style-type: none"> - Achieve picking and packing accuracy rate of 99.6% monthly. - Record products for product mods or kits accurately daily. - Product modifications completed IFISOT. - Picking Shelves stock levels maintained. - Carding procedures met and maintained. - Repackaging of carding products completed as required by the Dispatch Team Leader. - Dispatch, Packing and Carding materials forecasted and ordered. - Dispatch, Packing and Carding KPI's met. - Orders ready for Courier pick up deadlines daily and Customer delivery time expectations are met.

	<ul style="list-style-type: none"> - Internal orders picked accurately and efficiently according to product modification and kit demands. - Make up custom product accurately and efficiently as orders arise. - Accurately and efficiently bag product as required. - Dispatch rep bin materials as required by the Support Team Leader. - Assist with goods sent and received by Sub-contractors biweekly. - Equipment bins are checked, topped up and organised daily. - Participate and assist with all Company Promotions. - Near misses in order accuracy are recorded and addressed as they arise. - Quality Control of products adhered to at all times.
<p>Team Responsibilities Assists with developing a maintaining a positive and high performing team culture.</p>	<ul style="list-style-type: none"> - Effectively communicates with the entire team. - Help to create a fun, supportive environment to work in. - Contribute to the team, letting others know information that may be useful or important. - Help and support others in the team. - Work productively as part of the team. - Ensure facilities, products, equipment, vehicles and surrounds are maintained in a neat, clean state and are well presented at all times. - Active participation in LEAN continuous improvement programmes.
<p>Training & Personal Development Participate in, and take a positive approach, to all training and development opportunities.</p>	<ul style="list-style-type: none"> - Be open to, and take a positive approach, to any constructive feedback offered regarding performance of tasks and development of skills, and then adapt the way work is performed accordingly.

	<ul style="list-style-type: none"> - Maintain up-to-date general knowledge of Company services, products and promotions in order to be able to advise clients accordingly. - Participate in training, seminars and other development initiatives.
Special Projects	<ul style="list-style-type: none"> - Feedback on participation during projects is positive.
<p>Company Wide Health & Safety Management</p> <p>Ensure the workplace is safe through undertaking appropriate Health, Safety and Environmental practices</p> <p>To promote, encourage and support health, safety and wellbeing practice.</p>	<ul style="list-style-type: none"> - Always adhere to WAH policies in relation to H&S and be aware of your own responsibilities and actions to ensure a safe workplace for all employees and visitors. - Responsible for reporting all incidents and reportable events including near miss incidents according to WAH Policy and Procedures. - Have a sound awareness of the known hazards listed for the areas of your work. - Actively and positively participate in workplace health and safety initiatives. - All emergency procedures are understood. - Any concerns with training or induction are reported to your direct manager - Appropriate personal protective equipment is worn. - Attend Health & Safety training courses, meetings and seminars as required. - Be aware of your own workload pressures and personal responses to pressure and report these to your Manager or HR as early as possible if you feel your wellbeing is being compromised. - Maintain a strategy for personal management of workload pressures and personal responses to pressure. Contact support agencies (supervision or EAP) if you feel your wellbeing is compromised.
<p>Sundry Duties</p> <p>Undertake any other duties as required by the Dispatch Team Leader.</p>	<ul style="list-style-type: none"> - Perform other duties (which you are deemed competent and capable of completing) that may be reasonably required from time to time.

PERSON SPECIFICATIONS

1. CORE COMPETENCIES

<i>Competency</i>	<i>Definition</i>
Internal Organisational Awareness	Having and using knowledge systems, situations, procedures and culture inside the organisation to identify potential problems and opportunities, perceiving the impact and the implications of decisions on other components of the organisation.
Work Standards	Setting high goals or standards of performance for self, subordinates, others and the organisation, being dissatisfied with average performance, self-imposing standards of excellence rather than having standards imposed by others.
Analysis and Problem Solving	Securing relevant information and identifying key issues and relationships from a base of information. Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisation values.
Computer Literacy	Knowledge and experience in contemporary software packages.
Customer Service Orientation	Proactively developing customer relationships by making efforts to listen to and understand customers (both internal and external), anticipating and providing solutions to customer needs, giving high priority to customer satisfaction.
Quality Orientation/Attention to Detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job, accurately checking processes and tasks, maintaining watchfulness over a period of time.
Teamwork/Collaboration	Working effectively with team/work group or those outside formal line of authority (eg, peers, senior managers) to accomplish organisational goals, taking actions that respect the needs and contributions of others, contributing to and accepting the consensus, subordinating own objectives to the objectives of the organisation or team.
Safety Awareness	Being aware of conditions that affect employee's safety.

2. QUALIFICATIONS

- NCEA Level 3
- Driver's License.

3. KNOWLEDGE, SKILLS AND EXPERIENCE

For success in this position the candidate will have the following knowledge, experience, skills and personal attributes:

Essential Criteria

- Ideally 1-2 years' experience within an inwards or outwards based dispatch or warehouse role in a similar industry
- Experience with compliance and safety issues and regulations

Desirable Criteria

- Understanding of wholesale/building industry
- Experience with logistics and outwards goods
- Forklift endorsement

Personal Attributes

- Problem solving skills utilising precedents and/or own interpretation of detailed instructions
- Ability to juggle the demands of working in a busy environment and meet specified deadlines without detailed instructions utilising own judgement and experience to identify steps to be followed
- Detail accuracy oriented with good organisation and efficiency skills to demonstrate and implement effective systems and processes
- People person who demonstrates excellent interpersonal and communication skills in order to gain cooperation and achieve desired outcomes
- A team player who is enthusiastic to learn
- Self-starter with excellent time management skills
- Excellent written and oral communication skills
- Forward thinking, methodical, meticulous and high performing

Signatures

Managers Name

Signature

Date:

Position Holders Name

Signature

Date: