

POSITION DESCRIPTION

Position: Despatch Operator
 Reporting to: Operations Co-ordinator
 Direct Reports: Nil

Key Purpose of Role

The Despatch Operator is responsible for the daily despatch operations at Pan Pac Forest Products Otago sites. This includes inventory management and the efficient loading and storage of timber within the despatch area in readiness for fulfilling customer orders.

| Key Responsibilities | Expected Outcomes |
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| Health & Safety | <ul style="list-style-type: none"> • Be committed to a healthy and safe workplace by proactively undertaking responsibilities outlined in Company’s health and safety policy and procedures and ensuring that all legal, statutory and environmental requirements are adhered to. • Ensure housekeeping tasks are undertaken in a timely manner to ensure a neat and tidy workplace is maintained at all times. • Ensure truck drivers are inducted and complying with Traffic Management Plan and DSZ procedure. |
| Inventory Management & Despatch Administration | <ul style="list-style-type: none"> • Ensure correct labels are attached to packets. • Correctly receipt and store finished products ensuring that product degradation is minimised. • Ensure storage space is being effectively used. • Monitor inventory on hand and complete regular stocktakes as required. • Ensure that surplus or outdated stock is dealt with appropriately. • Ensure that inventory and despatch records are accurately updated. |
| Loading & Despatch | <ul style="list-style-type: none"> • Liaise with site supervisors and sales team for the planning of dispatched product. • Ensure stock on hand is stacked safely and efficiently in line with Company policy and procedures in readiness for despatch. • Ensure customer orders are prepared and filled in a timely manner in accordance with specified product and quantity to meet agreed delivery timeframes. • Ensure forklifts are driven in a safe manner with stock loaded safely and securely onto trucks for delivery. • Plan and book trucks, including ongoing communication with Icon and Port Otago to ensure efficient scheduling. |
| Continuous Improvement | <ul style="list-style-type: none"> • Identify and recommend improvements to maximise efficiencies within the despatch operations. • Maintain a future focus and contribute towards ensuring the teams’ goals are aligned with the Company’s corporate focus. |
| Teamwork & Commitment | <ul style="list-style-type: none"> • Develop and maintain positive working relationships with others. • Maintain flexibility and a willingness to perform a variety of tasks, including providing cover and backup support for others. • Maximise internal customer satisfaction through liaison and provision of high quality services. • Consistently demonstrate positive workplace behaviours. • Comply with policies and procedures at all times. |

Key Relationships

Internal

- Own team
- Otago Kilns team
- Otago Drymill team
- Otago Sawmill team
- Otago Operations Co-ordinator
- Whirinaki Supply Chain
- Whirinaki Demand Analyst

External

- Port Otago
- Cartage companies and drivers
- Champion Freight

Person Specification

Qualifications

- Forklift Licence (F endorsement)

Experience

- Previous experience in warehouse, or other forklift environment
- An understanding of inventory management software (ISIS) preferred

Skills/Competencies

- Strong manual dexterity
- Good interpersonal skills and able to interact positively across a range of people and levels
- Good PC skills
- Experienced forklift driver
- Sound judgement with a practical approach to problem solving
- Ability to respond quickly to changes in priorities or urgent requirements when they arise
- Ability to sustain a high level of energy and composure during times of pressure
- Strong work ethic, with a proactive “can do” attitude
- Ability to work with minimal supervision
- Strong health and safety focus