



Support for Logistic Specialist & Customer Service

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TITLE: [Logistic Specialist & Customer Service](#)

REPORTS TO: Logistics Manager & Owner Manager

STATUS: Permanent, full time

DATE: March 2021

PURPOSE: The key reason for this role is to support the logistics of the organisation to ensure that customers get what they want as soon as possible

CONTEXT: The role operates within a small team (12) who service various parts of the business, roles often overlap and team members help each other out when there are peaks. Hands on planned work as well as urgent demands mean this is a multi tasking job requiring flexibility in all aspects of the role. From time to time there may be a requirement to travel outside Hamilton but the role is based in Te Rapa, Hamilton.

KEY PERFORMANCE OBJECTIVES

Output	Key Performance Indicator
Inwards and Outwards goods	Stock reconciliation show little discrepancies Minimal delivery failures
Reception	Prompt friendly telephone conversation Expertise identified and utilised where necessary Straight forward calls are managed succinctly
Store management	Stock control is managed within agreed guidelines Systems are up to date, clean and clear for others to use as needed



Environment	<p>Safety is paramount and hazard management is expected to be proactive</p> <p>Tidiness and cleaning is maintained almost always (daily)</p>
Administration	<p>Standard operating procedures are understood, updated and signed off with appropriate people</p> <p>Documentation is up to date and understandable</p>
Team Support	<p>When required, assistance to other areas is given willingly and consideration about the other roles in the company is always front of mind.</p> <p>Back up support for key roles is evident</p>
Extras	<p>IT – Trade Gecko inventory maintenance, in house software systems</p> <p>Marketing – drafting promotional material</p> <p>Logistics – planning and development of best practices</p> <p>Mechanical - able to fix basic mechanical problems.</p>

CORE COMPETENCIES

Competency	Definition
Achievement Focus	<p>Motivated to set and achieve goals</p> <p>Initiative that looks for things to happen before they need to and then gets on with it</p> <p>Finds innovative solutions to small problems</p>
Cognitive thinking	<p>Conceptual</p> <p>Recognizes key actions, underlying problems</p> <p>Makes connections and pattern</p> <p>Analytical</p> <p>Anticipates obstacles</p>

Auto Body Equipment Ltd

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Personal effectiveness

Breaks problem apart systematically
Makes logical conclusions
Sees consequences, implications

Self Confidence
Self Control
Self assesses well, learns from mistakes
Thoroughly enjoys all aspects of the work
Aligns Self with the Mission of the Organisation

Cultural Fit

Team work
Looks to make the overall result better
Acknowledges the contribution of others
Hard worker
Takes instruction well
Punctual
Reliable
Stays on task
Flexible
Helps out others in a small workplace
Adapts to the jobs as needed

- MIMNUM REQUIREMENTS:
- Bring your best attitude every day
 - Full drivers licence.
 - Clear police record
 - Literacy skills
 - Basic practical skills

Yours sincerely,

Shane Harvey
Managing Director
Auto Body Equipment
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