



# Position Description

<b>Position Title:</b>	<b>Operations Support</b>	
<b>Reports to:</b>	Operations Manager	
<b>Direct Reports:</b>	None	
<b>Full/Part time:</b>	Permanent Full Time Position	
<b>Location:</b>	364B Lumsden Road, Ohinewai 62 Ascot Road, Mangere	
<b>Key Relationships:</b>	<ul style="list-style-type: none"> <li>▪ Operations Team</li> <li>▪ Sales Team</li> <li>▪ Export docs team</li> <li>▪ Transport team</li> </ul>	<ul style="list-style-type: none"> <li>▪ Key suppliers</li> <li>▪ Key customers</li> </ul>

## Main Purpose (Summary)

As part of the Abodo value chain there are a lot of external processes completed with suppliers around the country. Due to Abodo's certification levels there needs to be tracking of the product throughout the timber processing journey. Monitoring the movements, processes completed and updating the system is a large part of this role. This support role manages the administrative functions across operations, shipping, processing orders. Great communication and relationships are required to maintain progress.

## 1. What you will do (Key accountabilities and tasks)

On a day-to-day basis, the role will:

- Accurate record keeping in Timber Smart for all operational transactions
- Regular communication with the Production planner, Sales Team and Logistics.
- Administrative tasks required
  - Processing orders for all timber, oil and accessories for the warehouse team.
  - Completing internal processing documentation.
  - Co-ordinate the delivery of all products internally and to local customers.
  - Future cross-training and cover in transport planning (booking of trucks), external processing documentation.
  - Planning for Bandsaw and Planer to ensure we deliver to customer expectations and deliver maximum performance
- Transport planning:
  - Organise freight booking and prepare lotting instructions and inform suppliers
  - Build sound working relationships with shipping lines, agents, fumigators, phytosanitary inspectors
  - Monitor packing and the shipping of all consignments ensuring all export documentation including final manifests are accurate and compliant with the sales contract and letter of credit.
  - Manage shipment schedule changes, monitoring consignments and distributing schedules to suppliers and sales agents.
- External Processing documentation:

- Accurate record keeping in Timber Smart for all operation transactions (stock receipts, Packaging and Ingredients production back-flashing, re-classifications etc.)
- Importing timber exchange EDI processing data
- Contribute to the development and functioning of a high performing team through the provision of backup and support to colleagues, collaborating and sharing knowledge and through active professional development
- Support to analyse internal operations and identify areas of process enhancement
- Comply with Health and Safety regulations and Abodo policies.
- Ensure ethical and environmental practices in line with values and strategy are being adhered to

## 2. What you will bring – (Technical and role related experience)

- Administrative experience with proven attention to detail and data accuracy
- Logical, analytical, and inquisitive mindset
- Banking, claims, manufacturing operations or similar experience
- Excellent technology and computer literacy (MS 365 suite)
- Problem solving and have foresight into potential issues
- Friendly helpful nature for customers, suppliers, and internal relationships

## 3. What you will be valued for – (Core competencies)

These are skills and behaviours that are important for success in this role.

- **Customer Focus:** Timely and accurate processing of transactions to support better customer experience.
- **Instils Trust:** Follows through on commitments. Is seen as direct and truthful. Keeps confidences. Practices what he/she preaches. Shows consistency between words and actions.
- **Interpersonal Savvy:** Relates comfortably with people across levels, functions, culture and geography. Acts with diplomacy and tact. Builds rapport in an open, friendly and accepting way. Builds constructive relationships with people both similar and different to self. Picks up on interpersonal and group dynamics
- **Plans and Aligns:** Planning and prioritizing work to meet commitments aligned with organizational goals
- **Decision quality:** Making good and timely decisions that keep the organization moving forward

## 4. What is important to us - (Our Values)

Our Values are about why and how we do things and how they form the foundation of our culture.

- **It Will Be OK:** We don't take chances. We will ensure we are a reliable supplier of carefully crafted products and services
- **Customer Spotlight:** Our entire team recognises the importance of customers. We manage their expectations to see them exceeded
- **Solid Bond:** Like a perfectly formed finger joint we will work together to get a better result. We are a family and we treat each other with respect
- **Future Thinkers:** We will actively seek to provide solutions to our customers problems and our own internal problems with a spirit of innovation
- **Walking the Talk:** We don't just supply sustainable products. We will bring sustainability into the way we work and where we work

The duties contained in this Position Description may be modified and updated by the Employer from time-to-time following agreement with the Employee. This above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills to be performed by the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

PD Created:		PD Last updated:	
Manager: (Signature)		Position Holder: (Signature)	
Updated by:			