

<b>Job No: 653</b>	<b>Job Description</b>	 <b>Waste Management</b>
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**Job Title:**
**Despatch Coordinator**
**Primary Objective**

The Despatch Coordinator is the key interface between customer services, operational units, and drivers. This important role coordinates and supports the day-to-day activities of the Operating Unit's transport operations, and through effective communication and use of available systems ensures the transport component of the business is operated in the most efficient and productive manner.

### Key Responsibilities

- Provide an interface between customer service, operations and drivers; coordinating and facilitating to ensure all customers are serviced as per service delivery promise.
- Regularly audit, analyse and review routes to ensure efficiency is maintained, within guidelines provided by operational requirements.
- Identify opportunities to improve routes and make proactive decisions to deal with reactive situations (such as a missed job that needs to be re scheduled).
- Report any issues/anomalies with routes (e.g. a site has been set up incorrectly and has been allocated to the incorrect route)
- Assist with route sequencing to ensure maximum efficiency and productivity; assisting the business to reduce it's carbon footprint and sustainability targets by improving fuel efficiency.
- Review and analyse systems and/or documents to ensure compliance and data integrity in daily operating activity in line with transport regulations and operating procedures (e.g. electronic tablet outputs, run sheets, weigh dockets, check sheets).
- Support the implementation and continuous improvement of operational systems (e.g. Eremos)
- Provide a point of liaison between Drivers and internal functions; co-operate with colleagues and staff from other departments in a cross-functional approach to provide excellent customer service and outcomes.
- Communicate with customers around possible delays and issues that occur locally.
- Assist with adhoc analysis and reporting as required to ensure a quality service is provided to customers, such as monitoring unserved customers (rolled and rejected jobs).
- Manage and respond to daily correspondence/emails from customers and other departments (e.g. Sales) as appropriate and in a timely manner.
- Provide other support as required (e.g purchase orders, CAM certification, EOM tasks, data entry/reporting, weighbridge lodgements, and other duties as relevant to the branch/business unit).
- Manage the above tasks efficiently, utilising standard and specialist software (e.g. Eremos, CAM, Salesforce, ERoad, plus the Microsoft suite of applications).

### Health, Safety, Environment and Quality (HSEQ) Responsibilities

- Know the company's vision with respect to HSEQ standards, behaviours and performance.
- Participate in the company's safety first culture that supports continuous HSEQ improvement and participate in company-wide programs.
- Ensure duty of care obligations are met and that your conduct in the workplace occurs in a safe manner at all times.
- Participate in processes regarding risk management compliance and internal controls to ensure operations and legal HSEQ risks are effectively managed and minimised.
- Participate in training to obtain the appropriate skills and experience to safely and competently perform role. Adhere to the company's policies and procedures at all times.

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### General Responsibilities

- Advance the company's vision, mission and values in all dealings and decisions and to translate the formation of the company's culture.
- Implement and participate in Human Resource systems and initiatives to effectively resource the business and meet strategic objectives.
- Develop strategies, plans and allocate resources to ensure corporate governance.
- Implement strategies and manage standards so that effective customer service is achieved to both internal and external customers.
- Comply with all statutory obligations.
- Undertake any other duties, accountabilities and responsibilities as directed.

### Skills, Knowledge, Experience & Qualifications

- Moderate Customer Service experience, resulting in exceptional customer service skills
- Previous experience in transport/logistics desirable
- Knowledge of transport regulations (e.g Land Transport Rules, Logbook rules) would be an advantage
- Able to quickly understand and implement operating procedures
- Excellent communication and interpersonal skills (strong verbal communication is essential)
- Able to multi-task and manage time effectively, juggling competing demands to satisfactory outcomes
- Resilient and able to remain calm in a high pressure environment
- Strong technology/computer skills with the ability to learn new and bespoke systems quickly
- Intermediate experience with the MS Office Suite of products with a particular focus on Excel
- Able to interrogate computer systems and use outputs to improve efficiencies
- Experience of using CRM systems (e.g. Eremos, Salesforce) and JDE system desirable
- Knowledge of Employment and Health and Safety legislative requirements desirable
- Secondary education with school leaver qualification, with at least 2 years workplace experience

Employee Name:

Employee Signature:

Date:

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