

Position Description

TransportCoordinator (Admin Champion)



Reports to:	Senior Planner
Next Line Manager:	(State) Operations Manager
Location:	Chill (State)
Status:	Full-Time
Job Title:	Transport Coordinator
Grade:	Employee Total Rewards
Name:	

Primary Purpose of Role:

At the heart of this role; it's about driving operational efficiency and profitable temperature-sensitive solutions to the B2B market, and delivering crucial moments that matter (98% DIFOT - Recording late or missed deliveries reporting monthly).

You'll support and facilitate the supply chain operations of our company alongside the Senior Planner. You will be the one to coordinate personnel (drivers and vehicles) and processes to achieve the effective distribution of goods to their final destination.

You'll act as an internal liaison, provide service information and resolve any emerging problems that our drivers and customer service team might face with accuracy and efficiency.

*What we're after is something similar to the way you expect a Swiss army knife to meticulously work. You might call it highly predictable; we call it **precision** and **agility**. Because while it's easy to repeat a process or stick to a pattern, it takes agility to shift gears when plans change at the 11th hour.*

A great asset for a Transport Coordinator is your communication and negotiation skills. You are also well-versed in supply management principles and practices. The ideal candidate will have great record-keeping abilities and a customer-oriented approach.

You'll work closely with the Senior Planner to learn, develop and ultimately schedule the freight and tracking to ensure tendered loads are scheduled, picked up and delivered on time in accordance and compliant with customer arrive windows. If you enjoy playing games of strategy, you'll do well in this position.

You'll establish and cultivate relationships with Chill's current portfolio of clients, building trust and respect by consistently meeting and exceeding expectations with best-of-class services that delight both the shippers and end customers. You'll optimise transport planning in the most efficient way for customer and stakeholders.

Goal: *The goal is to ensure the smooth operations of a variety of channels aiming for maximum efficiency. Results focused with a sense of business ownership. Transport & Logistics is the bread and butter of Chills business model. And therefore self-supporting and profitable returning min 70%*

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GP and min 20% NP. What also matters most is your high attention to detail and a keen eye for error, solving problems like a modern-day MacGyver with an analytical mindset.

About Chill:

Chills purpose: Think. Different. We believe in pioneering a new path and solving customer friction points, where the magic happens by finding a better way. We love making cool ideas happen.

Our promise: Make what we do easier for all. Smarter. Not harder.

Vision: Dedication to creating the most 'epic' customer experiences...ever and most admired & recognised in the industry for its people. **We do it differently.**

Mission: The experience IS the brand. We build, deliver & manage moments that matter for businesses & brands.

Values: Integrity: Seek clarity and follow through. Be brave and clear with your intentions by doing the right thing. **Teamwork:** Play together to win by helping our customers win. **Fun & Magic:** Moments that matter, most. Chillers, your values matter. They are your North Star. Work takes on new meaning when you feel you're pointed in the right direction. Otherwise, it's just a job. And life is too short for that. We need the best and brightest of you to lead. There's an opportunity to do work that's infused with moral purpose. So you don't have to choose between doing good and doing well.

Planet Chill: Chill aims to grow both the business and its societal impact. Chills goal is to improve the health and livelihoods of its people, while also cutting our environmental footprint in half by 2030 while making a significant impact on the world around us. Know that your hard work makes a difference beyond profitability. Kick ass work & life full of Yay! Create positive change-in-and through your life and work.

Core Capabilities: Being Purpose Driven. Performance Orientated & Principle Led. Place organisational purpose at the heart of our business model. Make sure our vision, strategy, brand and values are closely linked. Benchmark for what it takes to become a game-changer: Using our principles, to ignite the passions of our 80 + people, breathing new life into our already successful company.

2 Year Vision Big Picture: Accelerating growth by punching above our weight class with a vision towards sustainable practices and making logistics fun.

Position Type	STRATEGIC		TACTICAL WORK
	Entrepreneurial	Managerial	Technical
	"VISION"	"GETTING IT DONE"	"DOING IT"
Owner/Director(s)	70%	20%	10%
Senior Managers	20%	60%	20%
Managers	10%	50%	40%
Other Employees	5%	5%	90%

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Strategic = Defining the Results

Tactical = Producing the Results



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KEY RESULTS AREAS	
<p>Key Result Areas for this role include:</p> <p>Delivering Moments that Matter: Account (Admin) Service Liaison</p> <ul style="list-style-type: none"> • Ensure a first class service is received by the end customer. • Develop key client and stakeholder relationships to support Chill team and update CRM pipeline (Hubspot) • Customer Service: receiving and processing telephone enquiries or orders, resolve customer queries, customer status updates, timely customer comms and information flow, quotations • Answer phone and email enquiries relating to transport/storage and confirm inbound bookings and payment. • Document control and keeping customers informed [invoicing, consignment notes, POD's] Xero and Carton Cloud • Timesheet Management: Gathering timesheets and invoices from staff and contractors to review and check with Senior Planner on Deputy. • To ensure all contact information, specifics about the client and payment details are captured at the time of booking. • Make certain that payments are received and processed in advance of jobs being undertaken adhoc deliveries. • To provide continuity of contact with the client. To be available to answer queries and to provide reassurance and solutions when needed. • To create a follow-up schedule of dates when clients need to be contacted for reminders and 'nudges' to help them continue considering improvement measures. • Attend to customer questions, complaints and concerns immediately, and facilitate satisfactory resolution. • Understand and appropriately use the company rate cards system and policies to quote on new & ad-hoc business enquiries. • Maintain accurate pre-transport and post-transport administration. <ul style="list-style-type: none"> • Track and Trace • Proof of Delivery • Over, short, and damaged shipment issues • Evaluates, records, and responds to additional/special service requests (i.e. lift-gate, inside delivery, etc.) • Handle damage and loss claims • Assists in troubleshooting and resolving safety, service, and operational issues • Participate as a key team player by supporting operations as needed. <p>Operational Efficiency. People, Planning, Model, Money</p> <ul style="list-style-type: none"> • Learn and develop daily route resource planning using Workwave tool. • Accountable for liaising with drivers and solving practical problems. • Keep to highest safety standards onsite and offsite for all 3rd party logistics/transport. • Optimising CartonCloud to streamline our end to end logistics supply 	<p>Measurement</p>

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<p>chain, cost efficiencies and deliver moments that matter.</p> <ul style="list-style-type: none"> • Send Manifest to all drivers via our platform Deputy. • Review staff requirements & participate in recruiting activities, training & scheduling of staff. • Onboarding new drivers and staff via Chills Process Street and policing the mandatory training requirements • Conduct weekly internal meetings <p>General and Administrative: Converting interest to Action</p> <ul style="list-style-type: none"> • Cooperation with other departments (Warehouse, Finance, Rental, XP, Production). • Ensure all databases are up to date with the most accurate information. • Provide administration support to the senior transport planner and management within the department & sister states. • To ensure all contact information, specifics about the client and payment details are captured at the time of booking. • Ability to meet deadlines handles multiple inbound phone calls, return phone calls and maintain a positive attitude • Availability to assist drivers with problems via phone after hours, as needed <p>Assist with Financial Management, Invoicing</p> <ul style="list-style-type: none"> • Use Xero and Carton Cloud to prepare invoices and financial statements • Gathering timesheets and invoices from staff and contractors AND liaise with accounts • Coordination of invoice approval process • Code and file financial material according to established records management procedures • Review estimates and invoices for accuracy. <p>Compliance Management</p> <ul style="list-style-type: none"> • Compliance with the Supply Chain of Responsibility obligation to ensure breaches of road transport laws do not occur. • Maintaining HACCP, Primesafe, DAFF, Local Govt records and compliance. • . 	
SKILLS, KNOWLEDGE, EXPERIENCE AND BEHAVIOURS	
<ul style="list-style-type: none"> • Experience in office management • Computer-savvy with a working knowledge of transport & logistics software (ERP) • Knowledge of relevant equipment, policies, procedures, strategy • 2-5 years experience in Supply chain management and/or transport & logistics industry • Desirable bachelor degree in related fields • Effectively negotiate and drive resolution to resolve any issues with 3rd party carriers 	<ul style="list-style-type: none"> • Strong communication skills, both oral and written, to assist in effectively interacting with customers, suppliers, or employees within the company • Extremely organised • Professional demeanour • Eagerness to learn • Keen troubleshooter • Enjoy a friendly team environment • Ability to work with little supervision and track multiple processes

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<ul style="list-style-type: none"> The individual must possess excellent computer skills (Excel / Word / PowerPoint/Google Suite of Products) 	<ul style="list-style-type: none"> Resourceful & results driven Detail orientation and good analytical skills Will possess the ability to work under pressure and to a tight deadline Ability to function effectively in stressful situations.
ACCOUNTABILITY TIME %	
<ul style="list-style-type: none"> Customer Service (Clients and Drivers) Transport Planning, Allocating Administration, Bookings, Checking Timesheet management on Deputy for approval Compliance Management Other/Assigned Tasks 	<ul style="list-style-type: none"> 30% 25% 15% 10% 5% 5% 5%

Organisational Key Result Areas

For all admin to Senior level employees of Chill

Values, culture and leadership. Customer/Client Satisfaction (Moments that Matter)	<ul style="list-style-type: none"> Consistently displays and demonstrates Chills values Promotes a positive and supportive working environment Models optimistic and resourceful behaviour The policies, procedures and values that determine how our people provide service, and to what degree our clients/customers' needs will be satisfied
People	<ul style="list-style-type: none"> Our purpose, our legacy. Why are we here? The number, positions, qualifications, pay scales, benefits, and training/development needs of our people at all levels How Chill compensates; recruits, hire, appraise performance, promote and transfer Chills organisation's policies & structure
Model	<ul style="list-style-type: none"> The methods, principles and technologies used, the "way we do things," to ensure the best use of human, financial and equipment resources to generate profit and satisfy our customers by meeting & keeping promises i.e Systems, procedures, technology, projects

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Money	<ul style="list-style-type: none"> • The gross or top line billing/invoicing produced by all operational activities at Chill • Sales, budgets, income, revenue • 70% GP and 15% NP
Best practice and governance	<ul style="list-style-type: none"> • Acts in accordance with Chill's organisational policies, procedures and relevant legislative requirements • Takes responsibility for ongoing learning and development to ensure adherence to relevant professional and legislative requirements
Risk Management	<ul style="list-style-type: none"> • Takes reasonable care for the health and safety of themselves and others especially at inductions through Process Street • Proactively ensures a safe operating environment by adhering to all OH&S requirements
Adaptability and initiative	<ul style="list-style-type: none"> • Shows resilience in adapting to changing circumstance • Responds positively and accommodates changes to internal process and policy • Suggests ways to create better systems, processes and service delivery • Embraces change positively and encourages same in others • Uses and/or fosters innovative thinking and about ways to achieve individual and organisational goals
Data Management	<ul style="list-style-type: none"> • Ensures proper documentation is kept and filed in a timely and efficient manner • Ensures data is captured completely, accurately and is up to date for all relevant systems
Community Image. Brand Personality (How does the brand behave. What do we want the marketplace to think & feel about Chill)	<ul style="list-style-type: none"> • Approachable • Trustworthy • Exciting & Bold • Challenge the Norm
Brand Cultural Values	<ul style="list-style-type: none"> • Entrepreneurial & Resourceful • Consistent Results by Keeping Promises • Think Differently. Challenge the Norm • Uncompromised Quality • Dependable