

— JOB DESCRIPTION



**SERVICE
FOODS**

BEHIND EVERY
GREAT CHEF

ABOUT SERVICE FOODS

Service Foods commenced its operations in Christchurch as a modest grocer in 1983. Today, we proudly stand as one of New Zealand's premier privately-owned and family-operated food service distribution enterprises. Our extensive range encompasses Produce, Butchery, Seafood, and Essentials, catering to diverse clientele.

We serve a broad spectrum of establishments nationwide, including Cafes, Restaurants, Hotels, Rest Homes, QSRs, Manufacturers, Retailers, Distributors, cruise ships, and exporters. Our extensive network includes direct imports of over 4000 items from more than 20 countries, complemented by over 8000 locally sourced products.

OUR VALUES

CREATIVITY

We deliver solutions, not problems, are always learning, and never settle for average or the status quo.

RESILIENCE

We are adaptive, perseverant, and passionate about our industry and work.

INCLUSIVITY

We are welcoming, open-minded, and respectful of others' ideas, views, and preferences.

COLLABORATION

We communicate honestly, listen empathetically, and help each other whenever needed.

WORK ETHIC

We have integrity, are reliable, and get things done

HUMILITY

We stay modest and appreciative regardless of our success.

Position title:	Dispatch Office Manager
Reports to:	Operations Manager
Business Group:	Office, Operations
Position type:	As specified in the employment agreement
Branch & Primary Location:	As outlined in the employment agreement
Direct Reports:	Dispatch Office and Night Pick Pack Team

Overview: The Dispatch Office Manager is responsible for overseeing daily dispatch office operations, managing team performance, and ensuring timely and accurate order processing. This role involves coordinating logistics, handling customer credits and returns, maintaining compliance with safety standards, and supporting cross-functional communication. The manager leads a team to meet key KPIs while ensuring smooth, efficient, and compliant warehouse dispatch office activities.

Position Objective: To manage the warehouse dispatch office operations by leading a high-performing team, ensuring timely and accurate order processing, maintaining compliance with company standards and safety regulations, and supporting cross-functional coordination to deliver exceptional service outcomes.

Upholding our values: Throughout your tenure at Service Foods, it is vital to embrace our values of creativity, resilience, inclusivity, collaboration, work ethic, and humility. Consistently maintaining our reputation and company image through adherence to professional standards and embodying these values in your actions is essential. By delivering exceptional service to all stakeholders and demonstrating unwavering integrity and accountability, you will reinforce our commitment to excellence.

Key responsibilities (include but are not limited to):

Operational oversight & dispatch coordination:

- Ensure all departmental orders are printed, sorted, and shipped in a timely and accurate manner.
- Monitor and respond to Akl-Dispatch emails, ensuring prompt resolution of queries and issues.
- Manage orders into priority pick sequences and amend delivery routes or instructions as required.
- Ensure all orders are ready for scheduled loading times and communicate changes or cancellations to Pick Pack teams.
- Update shipment weights for invoicing and invoice orders when required.

Customer Service & Credit Support:

- Manage the Admin team with credit queries and POD (Proof of Delivery) requests to expedite customer credit processing.
- Investigate customer credits and returns, determining reasons for returned goods.
- Manage customer queries related to credits, collections, and PODs.
- Ensure timely processing of customer credits and accurate documentation of driver returns.
- Control stock returns, including RTS (Return to Sender), quarantine, or dump, ensuring unsellable items are not returned to stock.

Team Leadership and Performance Management:

- Lead, coach, and mentor the dispatch office and picking team to meet individual and team KPI targets.
- Monitor team productivity measures, credit KPIs, and DIFOT (Delivery In Full On Time) performance.
- Ensure high levels of productivity and adherence to company SOPs and house rules.
- Training new staff members and support ongoing development.
- Approve timesheets and leave requests, ensuring accurate payroll coordination.

Records and Administration:

- Manage office records, dispatch logs, and inventory documentation.
- Liaise with internal departments and external professionals to coordinate dispatch activities and resolve operational issues.

Consumables & Equipment Management:

- Monitor and order relevant consumables such as paper, boxes, and stationery.
- Ensure dispatch office equipment and supplies are maintained and operational.

Health and Safety requirements:

- (a) Manage fatigue by taking mandatory rest breaks and adhering to break times during work hours.
 - (b) Maintain open communication with management regarding any safety concerns or incidents encountered during warehouse operations.
 - (c) Strict adherence to Personnel Health agreement, Food Safety and quality policies and processes.
 - (d) Maintain personal hygiene standards and adhere to food safety guidelines.
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Key Performance Indicators (KPIs):

- DIFOT (Delivery In Full On Time): Target % of orders delivered on time and in full.
- Order Processing Time: Average time taken from order receipt to dispatch.
- Dispatch Accuracy Rate: % of orders dispatched without errors.
- Shipment Weight Accuracy: % of shipments with correctly recorded weights for invoicing.
- Team Productivity Rate: Number of orders processed per team member per shift.
- Timesheet & Leave Compliance: % of timesheets and leave requests approved on time.
- SOP Compliance Rate: % of staff consistently following standard operating procedures.
- Credit Resolution Time: Average time to resolve customer credit queries.
- RTS/Quarantine Accuracy: % of returned items correctly categorised and processed.
- Incident Rate: Number of safety incidents reported per month.
- Safety Compliance Rate: % of staff trained and compliant with H&S protocols.

Key attributes:

I. Experience:

- Must have either three years of office management or a tertiary qualification.
- Strong understanding of dispatch coordination, inventory systems, and office administration.
- Full Driver's license (due to no public transport availability in the area).
- Experience in team leadership and performance management.
- Familiarity with health and safety regulations and compliance standards.
- Excellent literacy, numeracy and communications skills.
- Excellent computer skills and accurate data entry
- Reasonably good knowledge and experience of MS Office (Word, Excel, Outlook)
- Knowledge and experience in Salesforce and the Sage/ERP system are beneficial
- Knowledge of NZ food products and basic ingredients.
- Flexibility to work varied hours, including early mornings, late evenings, weekends, and holidays, as needed.

II. Knowledge & Skills:

- Relationship focused (internal & external) and action orientated
- Remains calm under pressure
- Be able to build and foster connections and relationships
- Attention to detail and commitment to delivering high-quality work.

III. Personal attributes:

- Proactive and self-motivated.
- Ability to prioritise tasks and work efficiently in a fast-paced environment.

- Ability to work independently and as part of a team.
 - Ability to constantly improve and optimise.
 - Excellent time management skills.
 - Honest, trustworthy, with a positive, can-do attitude
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Key relationships:

- Internal: Warehouse Operations, Customer Services team, Sales team, Inventory, Inwards, Loading, Dispatch, Fleet, Branch Management, other SF branches, National Support teams
 - External: Customers, external agencies, regulatory bodies, Government agencies etc.
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Health & Safety:

- a) Ensures active management and compliance with all relevant statutory, safety and regulatory requirements applicable to the team.
 - b) Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing yourself, other employees, contractors and others' health, safety, and wellbeing.
 - c) Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.
 - d) A Health and Safety Policy is in place within Service Foods Limited. The employee is required to adhere to the same.
 - e) The employee must be conscious of potential safety problems at all times. Instructions in regards to safety and security given by the Health and Safety representatives must be followed at all times.
 - f) Ensure health, safety, security and food safety policies and procedures are understood, followed and implemented.
 - g) Ensure all injuries, near misses, incidents and accidents are reported through the designated process.
 - h) Personal protective equipment (PPE) helps keep you safe on the job. The employee is required to correctly use, wear and maintain their PPE.
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Disclaimer:

This job description provides a general overview of the duties and responsibilities of this position. It is not exhaustive and employees may be asked to perform other duties as needed.

Declaration:

I have read and understood the job description, including the duties and responsibilities required for the position.

Signature of employee: _____

Date: _____