

POSITION DESCRIPTION

Port Nelson -The Region's Gateway to the World



Client Services Coordinator

Reports To	Client Services Manager
Location	Nelson
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none">• QuayConnect General Manager• Client Services Manager• QuayConnect Client Relationship Manager• Finance & Logistics Administrators• QuayConnect Team• Wider Port Nelson team <p>External:</p> <ul style="list-style-type: none">• QuayConnect Customers• QuayConnect Suppliers & Sundry suppliers• Transport Providers (NZ & International)• Production/Logistics/Planning/Administrative/Management• Shipping Lines• Freight Forwarders (NZ & International)• International• 3PL's• Customer vendors/customers, as required
Direct Reports	None
Delegated Authority	As per delegated authority guidelines.

SECTION A – OUR ORGANISATION

Port Nelson is owned by Infrastructure Holdings Limited which is owned equally by Nelson City Council and Tasman District Council. Our purpose is to facilitate regional prosperity, *Kia āhei ki te kōkiri whakamua ki te taumata ā-rohe*.

Port Nelson is the maritime gateway for Te Tauihu – a vital hub for economic activity and a key facilitator of our region's continued growth and prosperity. We are solution-focused offering world-class customer-orientated services alongside a highly experienced and knowledgeable team.

The values by which we operate our business are best described by the acronym ASPIRE, standing for:

ACCOUNTABILITY

To be accountable for our actions, our performance and outcomes.

SAFETY

To act in a manner that prevents the risk of injury or danger.

PASSION

To maintain a powerful and compelling enthusiasm about what we do at Port Nelson.

INTEGRITY/ HONESTY

To be truthful, upright and act according to what is right.

RESPECT

To hold the people around us in high esteem and show consideration.

EXCELLENCE

To continually strive to be the best at what we do.

SECTION B – POSITION PURPOSE

- Key contact for customer logistics and operations, ensuring performance and customer expectations are met.
- Manage third-party suppliers for coastal and international shipping movements, customs brokers, transport, storage, equipment availability and tank leasing.
- Plan client operational requirements.
- Coordinate and monitor bookings for operational objectives, problem solving as required.
- Develop operational relationships with shipping lines, transport providers and 3PL service providers.
- Deliver high quality communication and proactive interaction through all available channels.
- Assist the QuayConnect team in developing operational and tactical solutions with the aim of creating value and maintaining customer relationship excellence.
- Ensuring the accurate and timely recording of all stock movements and storage
- Invoicing for QuayConnect services and commodities
- Main point of contact for customers concerning stock control
- Be a proactive member of the team, contributing to initiatives and projects, focussing on continuous improvements in all areas.

SECTION C – KEY ACCOUNTABILITIES

Key Accountabilities	Task
Client Planning / Shipment Operations	<ul style="list-style-type: none">• Produce and maintain plans based on transport / shipping schedules.• Communicate updates and efficient solutions for port omissions and other shipping line-initiated changes.• Investigate and communicate cost effective and timely solutions to clients.• Collate client forecasts for requirement planning.• Coordinate client meetings, record minutes and implement action plans.• Engage with clients on risks, solutions and provide timely quotes.• Engage and liaise with representatives from client's vendors when required.
Booking and Co-ordinating Operations	<ul style="list-style-type: none">• Ensure customer requirements and expectations are delivered with clear communication around operational issues and challenges.• Coordinate all transport, coastal, import and export bookings.• Coordinate customers end to end shipping and land transport orders.• Coordinate equipment supply constraints through engagement with ocean freight carriers and subcontractors.• Exception management on issues and complaints with follow through to resolution.• Efficiently respond to customer requests and queries• Shipment reconciliation• Co-ordinate client 3PL activities• Develop and maintain supplier relationships
Transport Management	<ul style="list-style-type: none">• Communicate and resolve issues around provision of transport by engaging with land transport providers and other landside stakeholders.



	<ul style="list-style-type: none"> Coordinate transport execution for on time delivery at port of acceptance. Provide shipping reports to destination transport providers for on time pick up from discharge port. Provide ad hoc road transport solutions when required and ensure turn time meets customer's needs.
Inventory / Stock Control	<ul style="list-style-type: none"> Ensure regular cycle counting of stock is completed and report back to customers and Manager with these results. When requested, attend and complete stock takes with customers and their auditors – answer any stock related questions and reconcile discrepancies. Constantly monitor the system's "orders" and "receipt in" screens to ensure data integrity and minimise any errors. Set up stock takes for customers. Carry out accurate stocktakes to reconcile differences. Interface with other QuayConnect operations and ensure the accuracy of SAP/ WMS data.
Documentation, Data and Reporting Coordination	<ul style="list-style-type: none"> Manage operational information flow to the administration team for invoicing. Timely completion of shipping documents including shipper's letter of instruction, container reuse etc. Coordinate customs and MPI documentation for export and imports. Provide coordination of documents to custom brokers/freight forwarders Produce and maintain weekly/monthly client movement plans. Reconcile detention and demurrage data and invoice discrepancies. Ensure all critical events are completed in a timely manner. Produce and maintain monthly reporting schedules for operations/KPI.
Invoicing – Revenue	<ul style="list-style-type: none"> Reconciliation of vendor invoices as required Generate POs in the NAV system for buyer generated invoices to freight suppliers (CEL) and for any purchasing required by QuayConnect. Maintain accurate real-time monitoring of freight margin for QuayConnect (invoiced cost and revenue by delivery). Maintain summary of QuayConnect dedicated fleet (number and % of empty trips per month). Maintain accurate inbound, outbound and storage records for each customer to ensure invoicing is completed accurately. Finalise all QuayConnect invoicing ready for interface with NAV. Maintain a monthly record of all invoicing completed by QuayConnect – reconcile this against what PNL accounts team have invoiced each customer in NAV and investigate any discrepancies. Support the Manager to ensure all QuayConnect pricing rates are accurate and up to date. Generate and maintain a pricing matrix for all QuayConnect customers. All other duties within the scope of this position including any additional duties as may be required from time to time, for which



	<p>you have the experience and skills, including providing leave cover for similar PNL roles.</p>
Systems & recording	<ul style="list-style-type: none"> • Maintain a monthly summary of all inbound and outbound consignments handled by QUAYCONNECT each month including closing SOH balances each month for key customers and QUAYCONNECT total. • Generate customer spend and / or volume reporting as required by Management.
Health & Safety	<ul style="list-style-type: none"> • Take an active role in ensuring safety of yourself and other members of the PNL/customer team. • Comply with all health and safety management systems within the customer's company. • Encourage a safety minded focus within your team and participate in the resolution of safety concerns. • Adopt safe work practices, know the safety rules for your area, and comply with all standard operation procedures. • Support PNL's Drug and Alcohol Programme. • Actively participate in any rehabilitation programme • Use all appropriate safeguards, safety devices, safety equipment and personal protective equipment (PPE) provided • Commitment through action, participation, consultation and support of the workplace Health & Safety Management Plan • Report all hazards to your manager relevant to plant, equipment, machinery, materials, the working environment and work method. • Report all incidents/accidents to your manager including near miss and damage incidents. • Be committed to the safety objectives of working safely thereby not endangering self or fellow workers by any act or omission within the job. • Participate in H&S training and keep up to date with H&S best practice.
QuayConnect Team Support	<ul style="list-style-type: none"> • Provide leave cover and backup for shipping, administration, finance and planning functions as required • Undertake general administration tasks as required including providing assistance with processes and capturing and maintaining data.
Continuous Improvement	<ul style="list-style-type: none"> • Supporting continuous improvement by actively identifying ways (i.e. ideas) to improve how we operate at PNL. • Any other project work or duties that may reasonably be required.

SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> • Qualification or previous experience in supply chain management or logistics preferred. • Administration qualification (desirable)
Experience	<ul style="list-style-type: none"> • Intermediate experience/knowledge of international shipping / freight forwarding • Transport and booking management experience (desirable)



	<ul style="list-style-type: none"> • Previous experience in a logistics / administration / finance related role (desirable) • Previous experience with inventory management systems (SAP desirable)
Skills and Knowledge	<ul style="list-style-type: none"> • Understanding of 3PL warehousing and distribution processes • International Shipping/Forwarding experience (intermediate/advanced) • Excel knowledge (intermediate/expert level) • Understanding of the NZ Wine & Transport industry (desirable) • Lean and Agile methodology • Commercial acumen • Risk management • Power of collaboration – understands the need to work together, build business network and contact. • Data analysis, planning and forecast knowledge • Continuous improvement • Attention to detail and high degree of accuracy. • Intermediate computer skills (Excel, Outlook, Word). • Planning and organising skills. • Superior customer service skills.
Personal Attributes	<ul style="list-style-type: none"> • Self-motivated and proactive • Resilient, able to stay calm and composed under pressure. • Collaborative working approach. • Able to work as part of a team. • Accountable • Adaptable

ACKNOWLEDGEMENT

I accept this job description identifies the key elements of the job for which I am accountable.

Confirmed by Employee

Signed:

Date:

