

Job Description: Coastal Operator



Our Vision: Deliver innovative supply chain solutions.

Our Purpose: We are here to help you succeed.

Our Mission: Develop great people that deliver exceptional results.

We live our Core Values of **Honesty, Respect, Sharing Passion, Taking Pride and working as a team.**

Job Title: International Operator

Department: Air & Ocean

Group/Team: n/a

Reports to: Coastal Team Leader

Responsible for: n/a

Job Objective: The key responsibility of a Coastal Operator is to ensure the coastal operation is fulfilling the company's vision, mission, values and objectives by dealing with each step in domestic shipping processes.

The job holder is accountable for using their knowledge, skills and experience to service stakeholder requests and manage the day-to-day processing and planning of coastal and domestic movements for customers with a focus on exceeding customer expectations.

The job holder must ensure to assist with a variety of administrative responsibilities including (but not limited to) coordinating shipments for clients with Shipping Lines, Rail and Transport Provider and dealing with prospective shippers, handling insurance claims, planning of resources and route assignments, computing fees for each shipment, tracking shipments and providing quotes.

Key Responsibilities:

What success looks like:

Maintain and grow **Sorted's culture** in line with company values.

- 'Can do' attitude and willingness to go the extra mile to achieve our vision.
- Demonstrate our values of honesty, respect, working as a team, taking pride, passion.
- Treat the business as your own and show that you care about what we are aiming to achieve.
- Help grow an inclusive culture by offering operational Support to team members and asking for help where required

Health and Safety practices are being followed at all times.

- Always promote and commit to KOMS and a high standard of conduct.
- Ensure desk and chair are ergonomically sound.
- Wearing correct PPE on ALL Sorted sites and Customer's sites.
- Employee intervenes if visitors or employees not following safety rules, including using the walking paths.
- Stay up-to-date with Sorted's safety regulations and contractors and customers onsite.
- Ensure no loss time occurs due to work related injuries.
- Report all risks, workplace injuries, illness and incidents within 24 hours of identification as per the HSSE Manual (located in Vault, in the I drive and on the notice board).
- Maintain an understanding of Sorted Logistics certifications when communicating with Customers.
- Treat severe hazard risks as a matter of urgency and raise with direct report to eliminate or minimise the risk.

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	• Adherence to Health and Safety rules and all incidents, hazards, near misses are being reported. • Look out for other team members related to safe behaviour.
Ensure Coastal business is achieving compliance.	• Ensure all jobs are being processed to meet NZ Coastal Regulations, NZ Rail regulations and FTL regulations so as not to delay any shipments. • Ensure any Hazardous Consignments are handled in accordance with NZTA and NZ Maritime Regulations
Training and Development of SOP's and New Products	• Participate in Sorted's training and coaching. • Participate in induction sessions where required for new employees. • Where required learn and review SOPs for new procedures and provide feedback where necessary so SOP remain current and best practise • Provide operational input into new product development where necessary.
System Management and Training	• Work with Coastal Team Leader to make sure you are proficient in the following systems or processes • Cargo wise • ICOS • Sorted Portal • Online tools – 1 STOP / Port Connect, all supplier online and tracking sites available • Works with team to make sure the data integrity of operating system is maintained to a high standard • Work with Coastal Team Leader to review gap analysis of system and processes and detail training needs required. • Find the most efficient and productive way using technology to complete jobs.
Ensure exceptional customer service is maintained at all times. (Refer Expectations for timelines)	• Ensure customers are kept informed of progress of shipments via email / phone. • Customers' expectations and requests are managed as timely and efficiently as possible. • Any other reasonable request by customers or work colleagues is completed in a timely and efficient manner. • Communicating delays to customers but also providing solutions where possible. • Problem Solving: Find solutions to problems with shipments so cargo moves, or delays limited. • Develop an end to end approach process and provide customer with information for decision making. • Work with suppliers to make sure customer needs are met. • Resolving any issues for customers within KPI timeframe. • Maintain a culture of competence and taking ownership of customer requirements with a willingness to go the extra mile in line with our vision. Customer Services <u>Booking Requests</u> • Booking acknowledgment sent within 2hours of notification and cartage booked in <u>Customer Response Times</u>

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	Quote Requests - Email acknowledged within 2 hours of receiving, quote sent within 24 hours of acknowledgment or time frame provided to customer. Phone Requests - Typically urgent; if not answerable on phone it becomes a priority to resolve Email Requests - Emails acknowledged within 2 hours, and timeframe provided of anything that cannot be resolved within same day - Prioritised by urgency shown in emails but all emails answered same day.
Coastal Customer Service and Operational expectations	- Work to or exceed the following expectations in Coastal Division but also where needed support International Operations team with workloads: Shipping Line Bookings <u>Booking Requests</u> - Contract to be used as per shipping line quotation and validity - Quantities are to be booked as per customers planning / forecast provided - Booking confirmation details are to be entered into bookings spreadsheet (correct booking reference, volume and container size) - Minimum of four weeks in off-peak and six weeks in peak season space to be prebooked <u>Load List and SLI's</u> - Load list sent as per shipping line requirements. - All containers are cross checked against port website (pre advised correctly), shipping line, totally quantity booked and ICOS. Quantities and booking numbers should match across all four systems. Tow Sheets <u>Coastal</u> - Tow sheets sent same day as vessel departure. If departing over the weekend, tow sheet to be sent on Friday and checked on Monday to ensure all units moved as planned. - All northbound tow sheets are followed through to final port of discharge e.g. movement from TRG-AKL on rail checked. - The Back Room (TBR) to be copied into tow sheets for container packing and detention checking - Out of scope deliveries are to be followed through to de-hire <u>Rail</u> - Tow sheets to be sent once containers gated into rail head as pre-alert to transport of ETA. If departing over the weekend, tow sheet to be sent on Friday and checked on Monday to ensure all units moved as planned. - TBR to be copied into tow sheets for container packing and detention checking - Out of scope deliveries are to be followed through to de-hire

Container Unpacks

Inbound Coastal

- Devan expectation: 24 hours for a 20' devan and 48hours for 40' devan
- Container charge sheet to be completed by warehouse

Delivery

FCL Delivery

- Delivered within 48 hours of container being available at port
- Lion and Frucor containers as per delivery requirements (within port free time)
- Rail containers to be uplifted within 48hours of being available at rail head

Invoicing

Cash on Demand

- All COD invoices to be paid prior to freight release.

Coastal

- Coastal shipments to be invoiced 36hours after departure or as per customers' requirements (costs to be entered in this instance)

Invoice Approval

- Invoices to be approved within 72hours of receipt (suppliers we have terms with)
- COD invoices to be sent to accounts for payment prior freight release and approved in CW once paid.
- Invoices queried by TBR to be actioned with 48hours of queried raised (marked operators' colour in inbox. TBR to email operator raising query also).

Sorted Invoice Approval

- To be actioned within the time frame provided in "teams" (approx. 5 days for initial query and 3 days for response).
- Operator to delegate to team member(s) that need to action and complete. Once final operator has completed, invoice to be delegated to TBR for action.

Invoicing Accuracy

Credit Notes

- No more than 2% credit notes

Supplier Issues

Invoice Disputes

- Raised within 24 hours of error noticed, followed up with supplier after 5 working days if no credit received.
- TBR to check disputed invoices once per month and request follow up from operator.

Service Issues

- Issue logged in supplier register within 24hours. Immediate issue resolved at time of occurrence.

IT - paperless

- Any commercial documents be downloaded in CW against job
- Email correspondence – including booking requests, quotes, warehouse charge sheets and additional charges to be uploaded to the job.

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	Load lists and tow sheets to be loaded against the consol or shipment.
Finance	- Job MGMT checked to make sure margins are being maintained and if not, the reason is understood and highlighted in monthly report - Job Profitability: - Coastal Margin is above 11% (Unless approved by Manager or an agreed strategic customer) - Cash Invoices sent to customers for payment prior to release of goods - Accurate entry of costs: - Correct costs entered against jobs for Back Room processing - Reviewing of rates to ensure Sorted remain competitive and to maximise returns to the business: - Rates/ quotes are competitive, and feedback requested from customers
Manage customer claims process.	- Insurance claims are investigated and processed within required time frame before handling to manager for resolution. - Pro Forma Claim sent to relevant suppliers within 24 hours of receipt and/or before time bar takes effect. - Acknowledgement sent to customer within 24 hours of receipt of notice (no admission of liability) advising claim will be investigated with relevant party and advising customer that they should place a claim against their own insurance. - Claim followed through with relevant parties (Shipping Line or any other third party involved). - Customer kept updated along with direct report. - Full information given to direct report for final approval / declining of claim.
Develop and maintain strong relationships with Shipping Partners and Transport and Rail Providers.	- Work with Coastal Team Leader and other key stakeholders to develop and maintain relationships with appropriate partners, shipping lines, NZ Rail, FTL carriers and third parties. - Build and maintain any other relevant networks. - Work with Coastal Team Leader and other key stakeholders to manage relationship and services with Suppliers - Ensure all parties meet Sorted's service expectations and rates required to maintain advantage. - Liaise and follow up with shipping partners to ensure 100% of bookings run to schedule. - Liaise with transport suppliers as issues arise. - Minimise delays and additional fees.
Take responsibility for Security of sites	- Office doors are locked when no one is working inside and alarms are set when last person leaves site. - No one is allowed on site without permission. - Gates and doors are shut.
Take responsibility for Cleanliness of our sites	- Clean as you go. - Office and cafeteria are kept clean and tidy. - Remind others if their standards are slipping.

Key Relationships

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External	Customers Shipping Partners Rail Suppliers FTL Providers Suppliers – Other freight companies / Transport Providers / Ports
Internal	International & Coastal Team Leader International and Coastal Operators Customs Broker Customer Services Transport Team People and Culture Team Sales Team Warehousing Team Accounts Team Back Room - Manila

Key Skills / Attributes / Specific Competencies

Expert Level	• Full knowledge on how cargo can be routed and advise customers on pro / cons of different routes and cost saving initiatives • Strong Partner Relationship – both internal and external • Comprehensive Understanding of Shipping and Rail Contracts • Knowledge of Carriage of Goods Act and Insurance liabilities on the Coast and rail and road networks. • Be able to develop, train and communicate company procedures. • Solve problems in the system.
Advanced Level	• Exceeds and maintains KPI's in all areas • Full knowledge of Operating System • Lead by example in Health and Safety • Understands Job P & L
Working Knowledge and attitude	• Ability to support customers in making informed decisions with regards to shipping and supply chain activities • Completed relevant Cargo-wise courses specific for area – Consolidations / Shipments / Transport Modules • Good organisational skills • Have the ability to keep detailed and accurate records • Follow H&S procedures • Knowledge of Partners to use and booking process
Awareness	• Sorted Logistics approach to customer excellence • A good eye for detail • Be able to work as part of a team • Positive attitude • Committed to safety • Willingness to learn

Required Qualifications and Experience

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Experience	• 2+ years' experience in office administration • Experience within the domestic and/or Logistics and Supply Chain Industry preferable.
Qualifications	• Tertiary Qualification or 'Qualified by experience' • Diploma or degree in business management, business administration or logistics and supply chain preferable.