



POSITION DESCRIPTION

POSITION TITLE : Despatch Coordinator/K4043

DEPARTMENT : Supply & Distribution

CLASSIFICATION APPROVED BY : HRD

REPORTING RELATIONSHIPS

POSITION REPORTS TO : Logistics Manager /Assistant Logistics Manager

POSITIONS SUPERVISED : 2-10

POSITION PURPOSE

To make recommendation for cost reduction in the department while maintaining on time delivery schedule.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Determine proper product identification, mode of dispatch, dispatch location and vehicle requirement etc. based on stock movement, product volume.
- Ensure that the Bill of Lading (BOL) and Container Manifest generated by the Shipping process are sent together with the outbound containers.
- Ensure proper arrangement of products waiting for trailer loading in an orderly and accessible manner in its designated locations in the warehouses for easy loading.
- Ensure proper housekeeping at the dispatch area and maintain pallets products with proper identification in order to ensure dispatch compliance.
- Coordinate with logistics provider for vehicle requirement on day to day dispatch of products and consumables as per stipulated dispatch schedules.
- Make sure every carton handled in dispatching has proper Shipping labels to identify product type, Destination, size and other details for easy traceability.
- Dispatch the stock accurately and in a timely manner as per the procedures.
- Ensure products are dispatched against proper Stock Orders and are delivered to stores with Bill of Lading and Container Manifest.
- Ensure all the Stock Orders are processed on the same day and communicate with all the stores & merchandisers about the daily dispatches and confirm the time of delivery to stores.
- Coordinate with Shipping Department for TBG shipments & ensure that the products reach the stores within stipulated time.
- Coordinate with 3PL provider and obtain the POD for all TBG shipments on a regular basis.
- Maintain proper filing of documentation for all the materials dispatched for the particular period for audit purpose.
- Prepare daily / weekly / monthly reports on dispatches and submit to warehouse manager.
- Implement "Cost Reduction Initiative", continuously in all aspects of Dispatch operations.
- Inspect outbound containers for defects and damages, report to warehouse manager, if any.
- Report the lost / missing shipments / containers and communicate to all concerned for claims.
- Volunteer to work extended hours to complete additional orders on time during peak seasons or as and when required
- Maintain harmonious working relationship with other team members by giving them a helping hand while they are busy and maintaining positive attitude while at work.
- Report to Duty on time and follow the tasks prepared by the immediate superior.
- Safeguard the properties of the company such as tools, equipments and the products by proper handling.
- Report to Warehouse Manager of any safety or security issues
- Maintain good communication with superiors & colleagues.
- Identify basic training needs of dispatching staff and provide necessary basic training.
- Ensure adherence to the rules and regulations of company and comply with the superior instruction.



PERSONAL CHARACTERISTICS:

- Self motivated
- Independent
- Decisive
- Analytical

PERFORMANCE MEASUREMENTS

- On-time deliveries to stores
- Number of carton - Delivery accuracy improve by x%
- Maintain POD of all deliveries
- Delivery alerts to stores receiving deliveries
- Zero store feedbacks
- Reduce cost by x% through effective routing and scheduling of deliveries

QUALIFICATIONS\REQUIREMENTS:

- Bachelor's degree preferred
- At least 2 to 3 years experience in Dispatch management and warehouse operations
- Proficient in MS Office (MS Excel, MS Word & MS PowerPoint)
- Proficient in writing reports and procedure
- Strong communication

COMPETENCY REQUIREMENTS

The following are the key competencies that will be required to complete this job effectively. Alongside each competency is the Level at which it is expected to be demonstrated

(Refer to KOJ Competency Dictionary for a detailed breakdown of your competency requirements)

- Drive for Results - 2
- Customer Focus - 2
- Negotiation Skills - 2
- Team Work - 2
- Problem Solving - 2
- Priority Setting & Time Management - 2
- Developing Others - 2
- Valuing Diversity - 2

Department Head:

Employee: