

Position Title: Dispatch Person

Reporting To: Dispatch Supervisor

Overview: We aim to be the desired supplier of ornamental flowering plants and vegetables to Melbourne's leading plant retailers.

The Dispatch person is responsible for the preparation of orders for dispatching; this is a 'hands on' role requiring detailed work and an 'eye' for colour and presentation. Our dispatch team has a critical role in maintaining the quality of the products we distribute. The dispatch person must balance discipline to follow procedures with initiative to "get the job done".

<p>Key Priorities August – September 2009</p>	<ol style="list-style-type: none"> 1. Values – Achieve a greater than “satisfactory” score for each element of our 360° feedback survey. 2. Productivity – Develop skills to pick and pack product quickly with a high degree of accuracy and quality. A simple early measure is 50 boxes potted colour per day or completion of a spec. load in 6 hours. 3. Continuous Improvement – Develop a working knowledge of our products and product ranges.
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<p>Summary of Duties to be Performed (Accountabilities)</p>	<ol style="list-style-type: none"> 1. Hands on completion of daily orders 2. Reservation of stock for pre-orders and forward orders 3. Spec load preparation 4. Quality control of stock prior to dispatch 5. Maintaining a safe and clean work area 6. General nursery duties
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SCOTSBURN NURSERIES
DOEG Investments Pty Ltd as trustee for
The Wood Family Trust ABN 48 693 178 039
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KEY ACCOUNTABILITIES

- 1. Hands on completion of daily orders**
 - Organization and prioritising of orders to meet dispatch deadlines.
 - Packing of orders including organization of delivery runs.
 - Maintenance of prepared orders.
 - Return of completed order sheets to office.
- 2. Reservation of stock for pre-orders and forward orders**
 - Selection and appropriate signage of stock for pre orders and forward orders
 - Monitoring progress, health and availability of reserved stock
 - Liaise with Production Manager regarding progress of all pre-orders and forward orders
- 3. Spec load preparation**
 - Liaise with dispatch supervisor, sales staff and management for daily requirements
 - Selection of stock for spec that is of suitable, representative quality.
- 4. Quality control of all stock prior to dispatch**
 - Ensuring that only stock of the highest quality leaves the nursery. Key quality priorities include: correct labelling; plant vigour and growth habit; flower colours are matched or blended attractively; plants are sufficiently watered; trays, pots and boxes are clean and free of old labels and all plants are free of pests and diseases.
 - ‘Distribution accuracy’. Ie. Orders are presented for distribution on the correct day and arranged clearly to minimize carrier errors.
 - Promptly inform sales staff and production manager of additions to and deletions from the availability list.
 - Promptly report any pests or diseases found.
- 5. Maintaining a safe and clean work area**
 - Must ensure that the loading and unloading of vehicles complies with Scotsburn Nurseries’ guidelines.
 - Responsible for adopting safe practices for all manual handling tasks
 - Full compliance with Scotsburn Nurseries’ occupational health and safety policy.
 - Responsible for maintaining dispatch area and the surrounding trolley areas in a clean and safe working condition.
 - Responsible for minor repairs and maintenance where needed and technically achievable.
 - Responsible for prompt notification of repair work as needed.
 - Responsible for correct storage of all dispatch equipment

PERFORMANCE MEASURES

Qualitative

- Quality and presentation of stock prepared for order packing
- Monitoring of pre-ordered stock
- Presentation of work area
- Management of staff involved in dispatch
- Availability of stock put aside for pre-orders

Quantitative

- Team Work, measured by 360 degree surveys of 'values' performance.
- Personal Order picking and packing – trays per hour.
- Personal Order picking, packing and cleaning – pots per hour.
- Packing team productivity measured in plants per hour.
- Records of customer complaints regarding product quality, labelling and distribution accuracy.