

AMPHENOL PHITEK LTD

POSITION DESCRIPTION

Section 1

POSITION IDENTIFICATION

Position Title: Supply Chain Coordinator

Incumbent:

Last Update: 14 February 2017

Division: Operations

Reports to: Elaine Clarke, Operations Manager

Functional Relationships: Operations, Quality, Finance, Sales, R&D, and Project Management

External Relationships: Contract Manufacturers, Airline Customers, Suppliers, Shipping Agents, and Customs

Position location: Newmarket, Auckland

Section 2

SUMMARY OF POSITION PURPOSE

The Supply Chain Coordinator is responsible for the fulfilment of customer orders on time and to the highest level of quality. This includes liaising with the sales staff and customers to understand customer requirements and ensure these are accurately fulfilled coordinating all elements of the customer order, contract manufacturer and supplier contributions, and in-house quality and operations processes.

Section 3

DIMENSIONS OF THE POSITION

Number of direct reports: 0

Responsible for (Total group size): 0

Number of sites/locations: 1

Operating expenditure: Variable

Capital expenditure: Nil

Authority to (list all designated financial authorities): Contained in DOA

**Section 4
ACCOUNTABILITIES**

1. Acts as the central coordinator of all assigned customer product logistical activities from general information requests through to detailed order deliveries
2. Phitek products are delivered on time, in full, and to the expected customer and quality requirements
3. Actively pursue cost reductions that support margin improvements
4. Customer and Engineering changes are coordinated and implemented
5. Encompasses a culture and practice of continuous improvement
6. Contributes to collaborative team engagement
7. Demonstrates Phitek values in all aspects of work

OUTCOME	KEY TASKS	STANDARDS OF PERFORMANCE
<p>1. Acts as the central coordinator of all assigned customer product logistical activities from general information requests through to detailed order deliveries</p>	<p>1.1 Review and process customer or sales manager requests for, but not exclusive to, the following:</p> <ul style="list-style-type: none"> • price quotations • organize and ship product samples for client acquisition and updating samples register • purchase orders • sales orders • order acknowledgements • changes to products • rescheduling requests • cancellations; and • Customer RMAs/complaints <p>1.2 Ensures clear translation of customer orders through to purchase orders including ensuring that the ERP system is maintained to accurately reflect operational and financial transactions.</p> <p>1.3 Ensure Phitek System’s supply chain management methodologies, processes, quality and delivery guidelines are followed.</p>	<ul style="list-style-type: none"> • Customers are satisfied with the level and quality of information communications • Feedback from the sales team is positive overall • Data entered to Phitek systems is 100% accurate and order acknowledgements done on time • Customer issues are brought to the attention of manager in a timely manner

OUTCOME	KEY TASKS	STANDARDS OF PERFORMANCE
	<p>1.4 Ensure clear and regular communication is in place with customers and with key account/sales managers so that all parties are up-to-date on order/request status by sending out bi-weekly customer order report</p> <p>1.5 Responds proactively to any issues raised by customers or key account/sales managers and make operations/sales team aware of the situation</p> <p>1.6 Acts as central liaison with suppliers and contract manufacturers regarding any customer complaints including, but not limited to:</p> <ul style="list-style-type: none"> • trouble-shooting any customs issues • completing and updating the issues register on a weekly basis with the supplier 	
<p>2. Phitek products are delivered on time, in full, and to the expected customer and quality requirements</p>	<p>2.1 Ensures accurate sales order entry and creation of purchase orders through Phitek systems. Update with rescheduling requests and ensure customer sends through revised PO to reflect the new ODD (on doc delivery) as agreed.</p> <p>2.2 Sources all required components and alternatives and manages lead times including:</p> <ul style="list-style-type: none"> • ensuring logistics are well planned and executed • ensuring sufficient accurate and timely information is provided to suppliers/manufacturers to enable them to meet customer orders • managing and negotiating stock costs • determining buffer stock forecasts and controlling stock levels on the basis of agreed sales forecasts <p>2.3 Manages delivery logistics to the end customer including:</p> <ul style="list-style-type: none"> • liaises with assigned contract manufacturers and vendors regarding purchase order and deliveries of scheduled shipments • monitors QA inspection progress and highlights any 	<ul style="list-style-type: none"> • On time delivery is 100% • No stock shortages impacting deliveries • Critical path dates have been identified and communicated for customer orders and issues • The right documentation is available for the customer. • Customer delivery KPIs met

OUTCOME	KEY TASKS	STANDARDS OF PERFORMANCE
	<p>potential delays to Operations Manager</p> <ul style="list-style-type: none"> • working with the Shipping Coordinator, arranges shipping and completes the relevant paperwork • provides schedules and commitment for delivery to the sales manager or customer as directed <p>2.4 Ensures all appropriate documentation is kept in accordance to the Quality Management System</p> <p>2.5 Participate in stock counts as required</p>	
<p>3. Actively pursue cost reductions that support margin improvements</p>	<p>3.1 Ensure component and labour costs from the CM are minimised by actively pursuing cost reductions with suppliers by working alongside the Supplier Development Engineer</p> <p>3.2 Negotiate MOQ, increases or decreases in volume and price variations, within approved levels, to maximise return to the Business.</p>	<ul style="list-style-type: none"> • Margin improvements are realised
<p>4. Customer and Engineering changes are coordinated and implemented</p>	<p>4.1 ECN changes coordinated and managed</p> <p>4.2 Release of new headphone SKUs including organizing the right documentation and processes are set</p> <p>4.3 Assisting with new customers set up making sure it's done correctly and in a timely manner</p> <p>4.4 Supplier changes, engineering changes, customer changes managed by working with relevant departments</p> <p>4.5 Quality and design requirements are met</p>	<ul style="list-style-type: none"> • Changes implemented correctly within the required timeframes • Product shipped at the correct revision levels • Acceptable audit results, no major findings • Quality targets met. No Customer returns
<p>5. Encompasses a culture and practice of continuous improvement</p>	<p>5.1 Continually reviews procedures and processes for your area of responsibility to ensure:</p> <ul style="list-style-type: none"> • the procedures and processes are clearly auditable • ways to improve procedures and processes to deliver value to the company as well as to maintain best practice are continuously identified and recommended to manager 	<ul style="list-style-type: none"> • Improvement in KPIs and departmental efficiencies • Improvement in Phitek business as a whole • No gaps identified in quality audits

OUTCOME	KEY TASKS	STANDARDS OF PERFORMANCE
6. Contributes to collaborative team engagement	6.1 Actively seeks opportunities to works co-operatively with other departments 6.2 Maintains good working relationships with all staff 6.3 Carry out all responsibilities as set out in the Phitek Health and Safety Policy and Procedures	<ul style="list-style-type: none"> • Team members appreciate the contributions that are made to the team • Departments value the input and relationship with the Supply Chain Coordinator • Is regarded as valuable work colleague
7. Demonstrates Phitek values in all aspects of work	7.1 Considers and includes Phitek values in own performance	<ul style="list-style-type: none"> • Values can be clearly seen in own performance

Supply Chain Coordinator: Person Specification

Experience/Skills/Knowledge

- 3 years' experience in operations, supply chain and logistics
- Excellent interpersonal skills and demonstrated experience in building rapport and trust with colleagues and external contacts
- Project management, organisational and coordination skills
- Supplier or other demonstrable negotiation experience
- Microsoft Word and Excel.
- ERP skills preferred, familiarity with CSI-Syteline highly desirable
- Chinese Mandarin highly desirable

Personal Qualities, Competencies & Attributes Required:

- Self-managed. Tenacity to see things to completion
- Flexibility to respond to customer requirements in a timely manner for a global customer base
- Demonstrable problem solving skills
- High degree of accuracy in data entry and recording information in general
- Strong ability to handle complex information and manage own time well to deliver results
- Good numeracy
- Personable character, genuine and ability to gain trust and build relationships
- Very strong communication skills including written and verbal
- Strong service mind-set and engagement ethic
- Commitment to delivering on company objectives
- Energy and drive with a strong action and results orientation

Special note:

Flexibility to handle business-critical matters outside standard New Zealand office hours when required.