

Position	Freight Analyst & Invoicing Support
Location	Christchurch
Employee Name	
Reports to	Freight Network and Solutions Manager

COMPANY INFORMATION

McKenzie Balfour & Associates Limited (trading as Online Distribution) is one of New Zealand’s largest family-owned providers of third-party logistics (3PL) services. Established in 1988 with just one client, the business has expanded to having approximately 100 clients serviced by around 200 staff in warehouses in Auckland and Christchurch.

COMPANY VALUES

VISION	PURPOSE	VALUES
Building better futures for our people, clients and partners	To enable our clients’ success by delivering premium logistics solutions	Positive Responsive Innovative Dependable Entrepreneurial

PURPOSE OF THE POSITION

To provide accurate and timely assistance to the Freight and Operational teams with analytical, administrative, and invoice support.

This role requires meticulous attention to detail and a high level of accuracy across all analytical and administrative tasks. Directly supporting the Freight Network and Solutions Manager, this role will require workflow management and multi-tasking across several areas of the business.

People reporting to this position: Nil

Limitation of financial authority: No financial authority

Key Accountabilities / Responsibilities	Key Tasks
Invoicing Support	<ul style="list-style-type: none"> ⊕ Eclipse and Fr8trix completion and discrepancy control ⊕ Site invoice completion and assistance ⊕ Fuel surcharge calculations ⊕ Reporting and circulation to management ⊕ Rate schedule maintenance ⊕ Exception management
Carrier Invoice Reconciliation	<ul style="list-style-type: none"> ⊕ Carrier invoice reconciliation for additional services applied and correct oncharging ⊕ Discrepancy and underticketing recording ⊕ Reporting and circulation to management ⊕ Site and Carrier liaison
Reporting and Analysis	<ul style="list-style-type: none"> ⊕ Freight and Margin Analysis ⊕ Reporting and circulation to management ⊕ Carrier comparisons ⊕ KPI reporting, DIFOTA support
Freight Systems	<ul style="list-style-type: none"> ⊕ Support Freight System setup and maintenance.
Health and Safety	<p>Support company-wide efforts under our H&S programme. Ensure personal behaviours are consistent with programme expectations.</p>
Communication and Relationships	<p>Ensure all information in use is current and key issues are identified to management for action.</p> <p>Work collaboratively with others in the wider business to promote a culture of continuous improvement.</p> <p>Ensure communications to key stakeholders, including clients, are adequate, professional, informative and timely.</p> <p>Confer with management to determine ways to optimise service levels, maintain inventory handling efficiency, or minimise cost.</p>
Projects	<p>Build on existing operational knowledge; projects intended to enhance productivity are identified and enabled.</p> <p>Deliver tasks as agreed and defined from time-to-time by management accurately and on-time.</p>
Other duties	<p>Provide assistance to enable the resolution of operational issues as and where required.</p> <p>Provide specialist business knowledge, advice and support to cross-functional teams nationally.</p> <p>Any other duties as reasonably required by Line Manager or higher to ensure the overall efficiency of the business.</p>

PERSON SPECIFICATION

Core Behaviours	Teamwork – identifies opportunities and takes action to build operational relationships across the business to help achieve shared goals.
	Results focussed – sets challenging goals for self and understands performance expectations.
	Effective Communication – understands and communicates their role and message to the wider organisation.
	Team player – understands the relationship between compliancy and commercial operations and influences pragmatic change where required.
	Resilience - able to think logically and multi-task in time-critical and stressful situations.
Core Qualifications, technical skills, knowledge and ability	Intermediate Excel and Database experience – demonstrates a strong understanding of Excel formatting, calculations and functionality.
	Strict Attention to Detail , with a minimum of 2 years’ proven experience in a professional role, preferably in a similar/same industry.
	Excellent relationship building skills and the ability to relate constructively to all levels of the organisation.
	Proven experience to plan, undertake and finish activities and to achieve high quality results.

ONLINE DISTRIBUTION EXPECTATIONS

To perform the responsibilities listed above and achieve success in your role, you will demonstrate the following behaviours that link to our values of Positive, Responsive, Initiative, Dependable and Entrepreneurial.

- ⊕ Work positively with colleagues to achieve goals, share experience, and actively seek and offer help.
- ⊕ Develop and maintain strong working relationships across the organisation, which inspires people to believe that what they do makes a difference.
- ⊕ Proactively assess, challenge and formulate solutions to enable the smooth and effective running of the business.
- ⊕ Actively demonstrate professionalism throughout the organisation and industry and be a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- ⊕ Have tenacity in pursuing goals and ensuring they are aligned with the company objectives of maintaining high levels of profit, strong customer service, excellent communication, transparent systems and a happy, united team of staff members.

POLICIES AND PROCEDURES

Online Distribution has developed policies and procedures to guide employees' behaviour in respect to a variety of employment-related matters. It is an obligation of your employment with Online Distribution that you adhere to these policies and procedures. All employees have access to these policies and procedures on the staff intranet.

EMPLOYEE DECLARATION

I have read, understood, and agree to abide by this position description at all times.

Employee signature:

Date: