



**Job Description**

**Outbound Operations and Networks Coordinator**

**Division : Operations and Impact**

**Award: SCHADS Level 3**

**Location: Clayton or Geelong**

**Position overview**

The Outbound Operations and Networks Coordinator is responsible for the day to day delivery of the logistical and operational aspects of our service, enabling us to support children up to the age of 6 with essential pre-loved goods in the most efficient and effective way possible.

Reporting to the Senior Outbound Operations and Networks Manager and working closely with our Inbound Operations Team, the Outbound Operations and Networks Coordinator will support and deliver all aspects of our distribution and donations networks - delivering the ordering process, liaising with service users to fulfill their needs, coordinating with transport partners and supervising volunteers to ensure donations and goods ready to be delivered to service users reach their destination in the most efficient and effective way possible with high standards of customer service.

**Key relationships**

<b>Internal</b>	<ul style="list-style-type: none"> <li>● Senior Outbound Operations and Networks Manager</li> <li>● Warehouse Managers</li> <li>● Inbound Operations Team</li> <li>● Supporter Care Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>● Social Welfare, Health and other service delivery partners</li> <li>● Transport suppliers</li> <li>● Contractors</li> <li>● Corporate groups and other volunteers</li> </ul>

**Primary responsibilities**

- Provide excellent customer service to all stakeholders - especially, but not exclusively, social welfare, health and other service delivery agencies who use our service, transport operators and our network partners.
- Inventory management of goods ready to be distributed, ensuring high quality and safe pre-loved material aid is available and ready for distribution to meet demand.
- Deliver all aspects of the day to day running of the distribution and donations networks.
- Train and supervise volunteers, in all aspects of picking, packing and distributing goods.
- Train and supervise volunteers, in relevant aspects of our distribution and donations networks.
- Use systems for processing and delivery of goods and for reporting to management.
- Follow and implement all OHS policies and protocols to ensure the work environment is safe. Use established reporting systems to report all incidents.

- Manage the safety of yourself and others.
- Deliver waste reduction policies and targets.

### **Key competencies**

- A commitment to the vision and values of the organisation
- Inclusive - values diversity
- Strong organisational skills - able to manage and prioritise multiple tasks and conflicting deadlines
- Technologically savvy - able to learn and use Salesforce, Xero, Canvas, Zen Desk, Google products and other technologies as required.
- Customer service ethic
- Growth Mindset - proactive and positive at all times - seeks learning, gives and receives feedback positively and constantly improves systems, processes and themselves.
- Flexible - willing to help and support others, flexible approach to work in general, embraces change.
- Collaborative - team player, keeps people informed and involved, seeks solutions and engagement from others
- Problem solver
- Strong communicator
- Understanding of OHS practices and ability to implement processes and policies under guidance of others
- Other tasks as required by line manager

### **Experience**

- Previous experience working in an operations role and/or environment

### **Special requirements**

- Current WWC Check
- First Aid certificate

### **February 2022**