



Position Description (PD)

Position Title:	Export Documentation Coordinator		
Incumbent:		Date:20/12/2025	
Business Unit:	Customer Support Team		
Location:	Auckland		
Reports to:	Customer Support Manager		(

SECTION 1 - POSITION SUMMARY

The key function of this role is to provide superior service to our customers by: :

1. Document Open Country's (OC) export sales and domestic sales as well as export product samples shipments by:
 - Processing documents per world class practice and within documented international codes of practice, country and customer requirements and OC policies and business rules.
 - Deliver timely and accurate documents to customers and related parties.
2. Ensure trade documentation compliance – regulatory, commercial and customers.
3. Handling import documentation for Open Country imports of lactose, skim milk powder and other ingredients
4. Supports OC trade documentation strategy – making contributions towards automated processes and e-trade data.

SECTION 2 - ORGANISATIONAL RELATIONSHIPS

NEXT LEVEL MANAGER

Chief Customer
Officer

NEXT LEVEL MANAGER

Customer Support
Manager

Export
Documentation
Co-ordinator x 8

Senior Export
Documentation
Co-ordinator x 1

SECTION 3 - MAJOR ACTIVITIES AND ACCOUNTABILITIES

OBJECTIVE	% OF TOTAL JOB	KEY TASKS	MEANS	RANK
Provide to all customers timely and accurate documentation ensuring trade documentation compliance	70%	Prepare, verify and despatch documentation for allocated markets	- Responsible for obtaining accurate and timely export documentation for all company's exports (commercial and samples) plus for all domestic sales as well. - Review source data (shipping instructions, documentary credits) to ensure compliance with both importing and exporting country requirements and international best practice. - Prepare and Submit Customs export declarations directly to NZ Customs for all Open Country exports. - Obtain and review external data (for example government agency certificates, pre-shipment inspection certificates, transport documents, cargo tracking notes, notary / chamber / consulate / embassy authentication) for accuracy and consistency. - Manage and oversee the preparation, verification, and submission of accurate and timely export documentation for all company exports (commercial, samples) and domestic sales. - Ensure compliance with customs regulations, biosecurity laws, and international trade requirements by reviewing source data (shipping instructions, documentary credits) to align with importing/exporting country regulations. - Process documentary credits ensuring bank compliance on first presentation (within OCD control). - Identify and proactively manage potential issues to minimise risk / exposure / delays. - When applicable ensure payments have been obtained, prior to documentation despatch. - Action all queries and problems promptly and efficiently. - Liaise with all concerned parties to resolve issues recognising when it is appropriate to refer them to the manager(s). - Action documentation related complaints and ENC's; undertake root cause analysis and implement corrective action. - Receives paperwork for company's imports of skim milk and lactose and distributes paperwork to relevant	

			parties within company, liaises with import coordinator if assistance required • Monitor and manage trade compliance risks by proactively identifying and resolving potential issues that may cause delays or non-compliance. • Process documentary credits and ensure compliance with banking regulations on first presentation. • Handle customs-related queries, disputes, and compliance issues efficiently, ensuring timely resolution and corrective action.	
Positively promote uniform standards and processes	30%	Participate in implementation of business strategies and contribute towards growing e-trade data	• Review markets for continual improvement with emphasis on market standardization, simplification and e-documentation • Ensure OC documentation integrity is maintained by challenging questionable practices. • Continuously look for business improvements (process or system) • Use on-line resources and contribute towards its improvement. • Undertake testing of system enhancements; participate in team's mini projects. • Extend e-data to customers based on importing country regulations and customers' capabilities. • Provide one-to-one training to staff as required. • Assist in the development and implementation of trade automation and e-trade documentation processes to improve efficiency and regulatory compliance. • Maintain strong relationships with key stakeholders in the trade compliance ecosystem, including customs authorities, regulatory bodies, freight service providers, and internal compliance teams. • Ensure that interpersonal relationships are fostered, and that personalised care and attention is given to all stakeholders in the supply chain, and especially to our customers. • Promote the company brand and its values at every opportunity	

SECTION 4 - MAJOR CHALLENGES

- Processing documentation for all markets per world class practice and within documented international codes of practice, exporting and importing country requirements, customer requirements and OC business rules and policies to obtain timely export government clearances
- Meeting often conflicting timeliness and / or compliance demands of OC business, customers, world class standards and government and commercial service providers. Country, customer and bank risks covered within OC policy
- Fostering a culture consistent with values of the company, general good business sense and discipline.

SECTION 5 - KEY WORKING RELATIONSHIPS

INTERNAL	EXTERNAL
CUSTOMER SUPPORT TEAM	CUSTOMERS IN ALL MARKETS
SALES SUPPORT	MINISTRY FOR PRIMARY INDUSTRIES
SALES MANAGERS	NZ CUSTOMS
SUPPLY CHAIN – S&OP TEAM	BANKS
SUPPLY CHAIN - LOGISTICS	AUCKLAND CHAMBER OF COMEMRCE
COMPLIANCE AND REGULATORY TEAM	PRODOC TEAM
TECHNICAL TEAMS ACROSS SITES	SHIPPING COMPANIES
FINANCE TEAM	EMBASSIES AND CONSULATES
IS TEAM	INSPECTION COMPANIES
OUR PRODUCTS WAREHOUSES/STORES	VARIOUS AUTHENTICATION BODIES government and legal
	DOMISTIC COURIER COMPANIES various
	INTERNATIONAL COURIER COMPANIES DHL/Fedex/UPS
	FREIGHT FORWARDERS various

	INSPECTION COMPANIES

SECTION 6 - TRAINING AND EXPERIENCE REQUIREMENTS

FORMAL QUALIFICATIONS:

Essential: Min 2 years of export documentation issuance experience or a combination of export documentation practical experience and international/supply chain university level studies.

Desirable: International Marketing Diploma and/or New Zealand Maritime School Diploma
ICC Certified Credit Specialist (CDCS) and/or Certificate in International Trade Finance (CITF).
ICC Documentary Collections and/or Incoterms Certificate
Customs Clearance Registration

EXPERIENCE:

Essential: Practical knowledge of generating export documents required for import clearance including obtaining transport documents, health certification, Customs clearance and various certificates.
Practical knowledge of NZ free trade agreements and how to obtain them.
Practitioner knowledge of (or equivalent qualification covering) international rules governing documentary collections, Incoterms, bills of lading laws and practice and marine insurance.
Practitioner knowledge of the international rules governing documentary credits, international stand-by practices and bank-to-bank reimbursements and international case studies on trade finance.

Desirable: Prodoc system exposure.
Experience in Dairy Industry.
Understanding of MPI processes.
Experience or exposure to international banking and trade finance.

PREFERRED PERSONAL CAPABILITIES:

- Attention to detail and accuracy.
- Strong organisational and prioritization skills
- Analysis and problem solving
- Delivering results
- Engaging with customers and stakeholders
- Strong communication skills (verbal and written)
- Resilience to change

SECTION 7 - OTHER INFORMATION
