

Position Description: Sales Co-ordinator – Ice Cream

Title and reporting relationships	
Position title	Sales Co-ordinator – Ice Cream
Business Unit	Ice Cream
Reports to	GM Sales – Ice Cream
Scope:	International markets including Japan, China, Oceania, and other key export channels
Direct reports	Nil
Indirect reports	Nil

Main Purpose of Position
The Ice Cream Sales Coordinator supports the end-to-end execution of sales activity across Open Country Dairy's Ice Cream business unit, coordinating orders, customer communications, logistics, and account administration across key international markets including Japan, China, and Oceania, to enable commercial growth and an excellent customer experience during a period of significant business consolidation and expansion.

Sales Execution and Order Co-ordination	
Key Responsibilities	Success is demonstrated when:
- Receive, process, and reconcile customer orders accurately across all Ice Cream sales channels and market - Prepare and manage all sales documentation and customer-specific requirements - Coordinate promotional submissions and trade activity administration across relevant markets and customer accounts - Maintain up-to-date records across Business Central and relevant customer and retailer systems - Coordinate and support customer claim process.	- System records reflect current order status and customer data at all times - Orders are processed completely and without error within agreed timeframes - Documentation is accurate, complete, and delivered to customers and logistics partners on time - Promotional submissions are lodged on time and reflect agreed commercial terms
Account Management and Customer Engagement	
Key Responsibilities	Success is demonstrated when:
- Manage day-to-day customer communications across assigned accounts, responding to queries, orders, complaints, and delivery matters promptly and professionally - Support Business Development Managers in the management and development of key accounts across Japan, China, Oceania, and other assigned markets - Identify and escalate commercial risks, service issues, or customer concerns to the GM Sales – Ice Cream or relevant Business Development Manager	- Customers receive timely, accurate responses and report a consistent and reliable point of contact - Account managers are well-briefed and customer relationships are maintained without service gaps - Issues are escalated with relevant context before they impact customer relationships or revenue - Materials and reports are accurate, professionally presented, and delivered within agreed timeframes

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Contribute to the preparation of customer-facing materials, pricing schedules, and account reporting as directed	
Logistics and Supply Chain Co-ordination	
Key Responsibilities	Success is demonstrated when:
- Coordinate outbound shipments and deliveries from relevant warehouses to international and domestic customers - Liaise with freight forwarders, logistics providers, and internal supply chain teams to resolve shipment issues and manage documentation - Operate vendor-managed inventory systems for relevant customers and markets, maintaining accurate stock visibility - Monitor shipment progress and flag delays or discrepancies to relevant internal stakeholders and customers	- Shipments are arranged on time and customers are advised of despatch and delivery details proactively - Logistics issues are resolved quickly and do not result in customer-facing service failures - Inventory records are current and replenishment is triggered in line with customer agreements - Customers and internal teams are informed of delays before they escalate into complaints
Reporting, Systems and Continuous Improvement	
Key Responsibilities	Success is demonstrated when:
- Identify opportunities to improve sales coordination processes, systems, or customer service practices and raise these with the GM Sales – Ice Cream - Support the integration of operational changes associated with the Ice Cream business unit's SKU rationalisation and market focus programme - Produce regular sales, order, and activity reports to support commercial decision-making by the GM Sales – Ice Cream and Business Development Managers - Maintain well-organised filing, information management, and administrative systems across the Ice Cream sales function	- Reports are accurate, delivered on schedule, and provide actionable visibility of sales performance - Information is retrievable quickly and the sales team can operate efficiently without administrative delays - Process improvement suggestions are grounded in observed inefficiencies and contribute to team capability

Decision Making Authority
The job holder is expected to make day-to-day decisions relating to order processing, customer communications, logistics coordination, and sales administration within delegated authority to ensure customers receive a consistent and high-quality experience and that sales activity is executed accurately and efficiently. The job holder is required to consult with, or seek approval from, their line manager (or relevant senior leader) where decisions may have a significant financial, legal, safety, or reputational impact, or where matters fall outside normal delegated authority.
Effective decision making is demonstrated when Routine sales coordination decisions, including order processing, documentation, and logistics arrangements, are made promptly and accurately without unnecessary escalation

Incumbent: [if known or delete]

Employee's initials: _____

Authorised by [role]: [date]

Employer's initials: _____

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Decision Making Authority
- Issues with potential commercial, reputational, or customer relationship implications are brought to the GM Sales – Ice Cream or the relevant Business Development Manager before action is taken - The job holder recognises the boundaries of their delegated authority and exercises sound judgement in distinguishing between matters they can resolve independently and those requiring senior input
<i>Formal financial and contractual delegations are set out separately and apply as amended from time to time.</i>

Working Relationships	
Internal	External
- CRO - GM Sales – Ice Cream - Business Development Managers – Ice Cream - Brand and Operations Manager - Supply chain and operations teams - Finance and assistant accountant	- Retailer systems and vendor portal contacts - Key account customers across Japan, China, and Oceania - Freight forwarders and logistics providers - Export documentation and compliance agencies - Distributors and trade partners
Effective working relationships are demonstrated when:	
- Internal stakeholders including Business Development Managers and the Brand and Operations Manager regard the Ice Cream Sales Coordinator as a reliable, well-organised, and proactive partner who keeps them informed and reduces administrative burden - External customers and logistics providers experience clear, professional, and timely communication that gives them confidence in Open Country Dairy's Ice Cream business - Cross-functional teams in finance, supply chain, and operations are engaged early and constructively when sales coordination activity requires their input or action	

Qualifications, experience and competencies		
	Essential	Desirable
Education & Qualifications	- NZQA Level 4 or above qualification in business administration, commerce, or a related field - Demonstrated commitment to ongoing professional development in sales coordination or customer service	Tertiary qualification in business, international trade, or a related discipline
Knowledge, Skills and Experience	- Demonstrated experience coordinating logistics, preparing export documentation, and managing customer communications across multiple accounts 2+ years in a sales coordination, customer service, or order management role within FMCG, food manufacturing, or a related industry - Proficiency in Microsoft Office suite and experience using enterprise resource planning systems such as Business Central or equivalent	- Experience supporting account management or business development functions in a commercial environment - Experience working with export or international markets, particularly Japan, China, or Oceania - Familiarity with vendor-managed inventory systems or retailer portal platforms

Incumbent: [if known or delete]

Employee's initials: _____

Authorised by [role]: [date]

Employer's initials: _____

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Qualifications, experience and competencies		
	Essential	Desirable
Personal Qualities	- Detail-oriented and highly organised, with a track record of managing competing priorities accurately under time pressure - Proactive and self-motivated, with the confidence to identify issues and take appropriate action without close supervision - Collaborative and adaptable, able to work effectively across a dynamic team during a period of growth and organisational change	

Changes to Position Description
This position description is not exhaustive, and you may be required to undertake other duties that are reasonably required by your manager, consistent with the role. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment. Any significant changes will be made in consultation with you.

Acknowledged / Accepted:

Employee: _____

Date: _____

Manager: _____

Date: _____