



Position Description

Position Information

Position: Customer Service Administrator (Entry Level – Fixed Term Role)
Location: Taupō
Position Type: Safety Sensitive
Date: January 2025

Job Purpose

The Customer Service Administrator is responsible for supporting the Customer Service and Sales & Logistics Administration and wider Sales team in duties as detailed below to ensure the smooth running of this department through the implementation of the new ERP project.

Dimensions

Operating Budget: Nil
Delegated Authorities: Opex: nil Capex: nil
Total staff: Nil

Relationships

Your immediate manager: Customer Service Officer
Positions reporting to the incumbent: Nil
Functional Relationships: Internal: Sales and Marketing team, Finance team, Quality Team, Technical Team, Port Store and Mokai Warehouse Team, Chief Operations Officer, Miraka Staff, Kaihautū (Maori cultural leader)
External: Regulatory organisations, industry suppliers, business and local community.

Miraka Pledge

To be commercially successful with a focus on quality products and relationships and nurturing our people and place now and for the future.

Miraka Values

Kaitiakitanga	our actions will nurture our natural resources and people for a prosperous future. [outcome : sustainability].
Integrity	we will take personal responsibility for our actions and will be open, honest and ethical in our behaviour. [outcome : trusted and respectful relationships].
Excellence	our performance will be more than just enough. [outcome : exceeding expectations].
Tikanga	our behaviour is respectful of each other's cultural values. [outcome : Respect diversity].
Innovation	our way will be creative in generating new solutions and opportunities. [outcome: a flexible, progressive business

Key Accountabilities

Key Result Area	Duties and Responsibilities	Expected Outcomes
Customers	<ul style="list-style-type: none"> • General Taupō office reception duties • Enter and maintain customer details on ERP system. • Maintain CRM system. • Ensure all administrative compliance requirements, data entry and an efficient customer engagement journey are met. • Manage time and organise own workload against performance expectations. • Raise and completing sales contracts for assigned products only 	<ul style="list-style-type: none"> • Customer satisfaction.
Sales	<ul style="list-style-type: none"> • Support Customer Services officer with the receipt of sales orders and by generating the necessary sales contracts. • Updating product booking sheet with shipment of product, timing, port and volume detail • Generating post Sales invoices and distributing to customers • Complete export document filing • Review and maintain standard operating procedures relevant to this role. • Support Customer Services officer in the receipt of sales orders and generate the necessary sales contract documents as directed. • Assist with entering Bill of Lading and Document Completion dates on Navision. • Assist the Sales & Marketing Team in any other data entry as required. 	<ul style="list-style-type: none"> • Sales contracts raised within 24 hours after order confirmation • Contracts up to date in ERP system • Customer satisfaction through timely communications and delivery of product. • 99% accuracy with documents • Follows procedures in a timely manner
Logistics	<ul style="list-style-type: none"> • Provide support by updating rates sheets, the bookings sheet details in Excel and ERP system and filing booking confirmations • Processing the loadouts and prodoc files • Support shipment bookings and any appropriate changes to shipment bookings as required 	<ul style="list-style-type: none"> • Shipment bookings in place with target of 4 weeks where possible before the ship sail • 99% accuracy rate with documents • Follows procedures in a timely manner

Key Result Area	Duties and Responsibilities	Expected Outcomes
Environment Health, Safety & Risk Management and Compliance	<ul style="list-style-type: none"> Participate and support the health, safety and risk management plans to ensure OSH compliance and minimise the Company's exposure in all ways. 	<ul style="list-style-type: none"> OSH and environmental management plans are implemented and managed.
Company pledge and values	<ul style="list-style-type: none"> Understand and act in accordance with the company pledge and values. 	<ul style="list-style-type: none"> The Miraka pledge and values are understood and the required outcomes are achieved.
Other	<ul style="list-style-type: none"> Carry out any other responsibilities as may be reasonably required and requested from time to time in the interests of the Company particularly in relation to the Greenfield's start-up environment. 	<ul style="list-style-type: none"> The Company's best interests are served at all times.

Person Specification

Qualifications and Technical Skills	<ul style="list-style-type: none"> School certificate, 6th Form certificate / NCEA Level 2 or equivalent. Advance excel and Microsoft office essential. Knowledge of Navision or equivalent ERP system preferred but not essential.
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Experience and knowledge required for effective performance in the position	<ul style="list-style-type: none">• Customer focused with clear and accurate communication.• Meticulous attention to detail.• self-motivated and work autonomously.• Maintaining strong relationships with staff.• Fostering a culture that is consistent with the values of Miraka.• Strong computer skills, particularly advanced in Microsoft Office (i.e., Excel and Word).• Are an adaptable, flexible, and supportive team player.• Have values which resonate with the Miraka values and are willing to contribute to the wider Miraka team and embrace our unique culture and points of difference.
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