



together



better



best

**TOGETHER
BETTER
BEST**



WINEWORKS

WineWorks Ltd

Position Description for Distribution Administration Processor

Location	
	Marlborough
Department:	Distribution
Reports to:	Warehouse Support Manager
Date of Issue:	May 2026
Working Relationships	
Internal:	Distribution Team Members; Production Services Team Members, all WWM Team Members.
External:	WWML Customers & Suppliers
Authority	
Spending:	N/A
Staffing:	N/A

Our Culture

We aspire to a culture where the following values shape our behaviour:



Our clients are our life blood. We know that they are why we are here. We work in a flexible and responsive manner to support their operations and meet their individual needs.



We do what we say and we're reliable. We take complete ownership of the process and the tasks that are asked of us. We are committed to go about our job in a straight up way.



Passion and pride run deep throughout our organisation. We care for the growth of our colleagues and clients, the safety of our workmates and the environment in which we live.



We're one big team who embrace difference and respect each other regardless of job title. We emphasise the value that comes from working together with one focus.



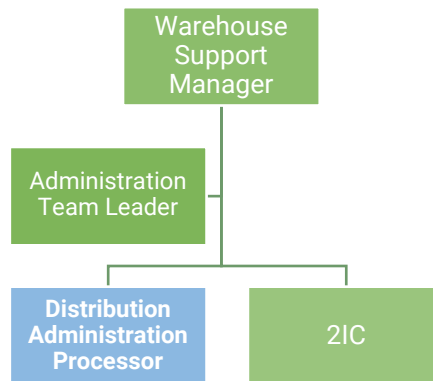
We get things right first time and take no shortcuts. Delivering quality, safe product consistently is our goal. We value expertise and work hard to maintain our high standards.



We love to find solutions and believe there's always a better way to do things. It is this spirit that built the business and will take it to the future.



Organisation Context



Role Purpose

The primary purpose of this role is to process dispatch orders and assist with client queries and to assist in other tasks and duties as required.

KEY TASK	EXPECTATIONS
Follows our Culture	<ul style="list-style-type: none"> Champions our culture, promotes & role models the values and behaviours at every opportunity. Ensures that their work is undertaken ethically, safely, sustainably and with a quality focus. Actively engages in development opportunities to support this. Engages in health, safety, sustainability & quality initiatives and seeks continuous improvement. Is compliant with relevant legislation and certifications, such as BRCGS, so as to meet legal and client requirements. Assists in projects to reduce our impact on the environment. Is familiar with all relevant policies and procedures that support our Culture and compliance, understanding their roles and responsibilities that are described by these documents
Distribution Administration Team	<ul style="list-style-type: none"> Ensure adequate day to day communication with and between the team on relevant matters. Cover for Annual Leave absence for other warehouse administration personnel as required. Assist the Distribution team with any administration tasks as directed by the Distribution Office Team Leader Ensure department KPI's relevant to your role are made available. Provide reports as requested by your Team Leader



- Customer Service**
- Form and maintain good working relationships with clients, ensuring confidentiality, professionalism and discretion are maintained at all times.
 - Ensure all customer complaints are dealt with by CRM due date.
 - Ensure all customer complaints are entered into the CRM system by COB day received
 - Greet clients onsite and assist with queries as required

-
- Scale**
- Process client dispatches to a standard ready for picking, provide all supporting documentation for picking.
 - Assist with Ship to Creation details as required.
 - Process LCL dispatch confirmations prior to 9:30am on the next working day following dispatch when required.
 - Process EOM close off when required.
 - Record deleted shipments when required.
 - Correct client system related issues within the calendar month reported in when required

-
- CRM – Customer Relationship Management**
- Assist in conducting freight quotes to clients.
 - Log all quotes and collections into the CRM system by the end of the day.
 - Assist in researching, analysing and developing process improvements for issues raised by clients

-
- Training / Records**
- Assist in the maintenance of systems, department SOP's as required

-
- Freight Damages**
- Ensure all freight damages are logged into the CRM system within 24 hours notification.
 - Process damages to completed status as directed.
 - Maintain professional working relationship with transport operators, both contracted by WineWorks and by clients.
 - Notify the Distro Admin email group of any damages

-
- Invoicing**
- Assist admin team with the on-charging of freight exceptions.
 - Assist with investigating relevant charges on invoices, request re-direction or deletion if necessary through freight provider
 - Apply GL coding on invoicing, passing all invoices to Warehouse Manager for authorising

-
- Personal Development**
- Ensure you remain contemporary in terms of your technical and industry knowledge and capability through research, reading and relevant training and development opportunities.
 - Maintain a broad business and commercial perspective.
 - Proactively identify methods to utilise this information for the benefit of the business.
-



- Other duties – perform other duties as required**
- Flexible & willing to perform a variety of tasks.
 - Willingly takes on additional tasks/responsibilities to assist the team and the client.
 - Actively participates in matters/meetings affecting the business, their team or their department

Work Complexity

This role requires a good understanding of processes and administration requirements of a warehouse and distribution operation. The administration activities are transactional and require a high level of attention to detail and a methodical approach to the tasks. The role requires a high level of both written and verbal communication skills; the ability to maintain good working relationships with all departments, clients, and external suppliers. A good level of computer literacy is needed and the ability to learn new systems and processes is also a requirement.

Accountability	Complexity	People Responsibility	Relating to Others	Expertise
Limited	Routine Tasks/ Set Procedures	No Direct Reports	First Level Persuasion	Elementary

Based upon Strategic Pay SP5 Job Evaluation Methodology

Leadership Competencies

Leading Self	Achieves Results	Builds Relationships and Values Difference	Being Adaptable
	Holding themselves accountable to meet their commitments	Building relationships through communication, valuing difference and aligning with our values	Handling change and looking for better ways of doing things

Skills, Knowledge, and Experience

- Maths and English – NCEA level 2 minimum.
- Previous experience with customer service.