



TOGETHER
BETTER
BEST



WineWorks Ltd

Position Description Container Administrator

Location	Marlborough
Department:	Distribution
Reports to:	Warehouse Administration Team Leader
Date of Issue:	April 2026
Working Relationships	
Internal:	Distribution Team Members, all WWML Team Members
External:	WWML customers and suppliers
Authority	
Spending:	\$0
Staffing:	No.

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.



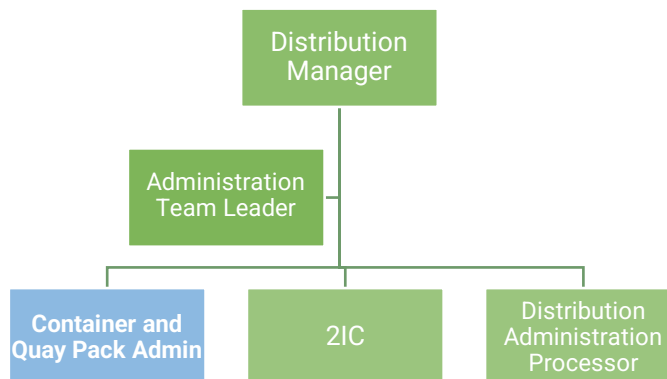
We get things right first time and take no shortcuts. Delivering quality, safe product consistently is our goal. We value expertise and work hard to maintain our high standards.



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 role is responsible for the daily processing of containers on site and via the Quay Pack service. This includes working closely with internal teams and external partners to meet container deadlines, preparing and checking documentation, and assisting with client queries and other tasks as needed.

KEY TASK	EXPECTATIONS
Follows our Culture	- 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	- 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 Administration Team Leader or 2IC - Ensure department KPI's relevant to your role are made available - Provide reports as requested by your Team Leader - Assist in the maintenance of systems and department SOPs as required
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 on the day received - Greet clients onsite and assist with queries as required



Scale	– Process FCL dispatch confirmations prior to 10:00am the next working day following container loading – Process dispatches to a standard ready for picking. Provide all supporting documentation for picking – Process all LPN manual orders within one working day of receiving the LPNs – Assist with Ship To creations when required – Process EOM close off when required – Correct client system related issues within the calendar month – Assist with manual order creation
CRM – Customer Relationship Management	– Assist in providing freight quotes to clients – Log all quotes and collections into the Freight Movements system at the time of arranging – Assist in developing process improvements for issues raised by clients
Container Damages	– Provide information of onsite damages to the Dispatch and Leader by the end of the day in which you are notified of them – Report all damages to the client
Invoicing and Export Entries	– Assist with the on-charging of freight exceptions – Assist with investigating relevant charges on invoices – Create invoices for Sundry container loads – Assist in completing export entries to cover for staff absence – Forward any export entry documentation onto export entry email
Containers	– Ensure all containers are entered into the container database, based on loading destination – Liaise with clients and their agents and freight forwarders to ensure all relevant information and documentation required for loading is obtained – Ensure the container planning board is updated to the current status – Communicate and liaise with the Supply Chain Co-ordinator around load requirements – Assist with Quay Pack loads to be sent to Nelson – Liaise direct with Quay Pack staff regarding load sheets and container details when required – Coordinate with container transport to ensure containers are available for loading team – Ensure any leftover items of stock are entered back into the stock database in a timely manner – Ensure check off of containers is done and recorded – Process LCL dispatches to a standard ready for picking, providing all supporting documentation – Process LCL dispatch confirmations by 9.30am on the next working day following dispatch
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

- Experience using MS Word, Excel, and Outlook.
- Maths and English – NCEA level 2 minimum.
- Previous experience with customer service.
- Able to work effectively in a team environment.
- Problem solving ability.
- Manpower planning and scheduling skills.
- Thorough understanding of Health and Safety in the Workplace.