



TOGETHER
BETTER
BEST



WineWorks Ltd

Position Description Client Support Specialist

Location	Auckland
Department:	Client Support
Reports to:	Client Support Manager
Date of Issue:	June 2025
Working Relationships	
Internal:	Production and Warehouse Teams, IT
External:	Clients 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.



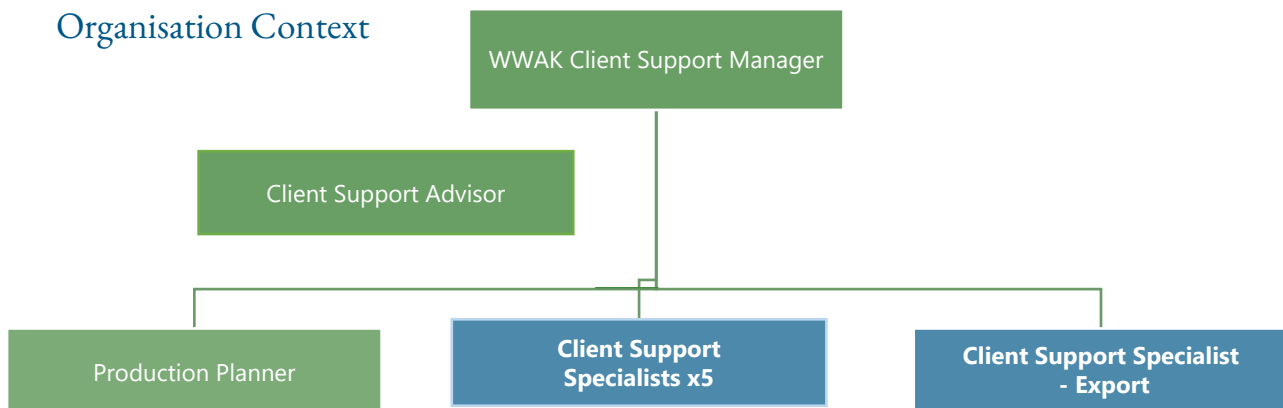
We get things right first time and take no shortcuts. Delivering quality, safe product consistently is our goal. We value expertise and work hard to maintain our high standards.



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

Act as a key contact person for a portfolio of Wineworks clients, and support them in accessing our services effectively, as well as identifying ways to improve services and respond to their needs. Support the development of excellent client relationships as a key member of the Client Support Team. To develop a broad understanding of the services and systems within the company and how clients can best access these.

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.
Client Support	- Maintain frequency of contact with clients in line with agreed expectations to foster close, trusting relationships with existing and new clients and to ensure an understanding of the changing needs of our clients. - Ensure there are follow up calls after a service is provided to check in with the client and whether there is any more, we can do to give the client a great experience - Develop a broad understanding of the WineWorks services and systems, and how client's access and interface with these. - Provide support and training to clients to facilitate their use of WineWorks systems and understanding of internal processes. - Be first point of contact for answering client enquiries, which may relate to services throughout the business, and facilitate the timely follow up along with offering any solutions required. - To track client issues or complaints, to ensure these are appropriately addressed by the source department and closed out in a timely manner - Assist clients with new product development enquiries and liaise with Production to assess suitability within WineWorks' packaging capabilities.



**Process Client
bottling/labelling
and packing
requirements and
keep the client
informed**

- Liaise with Customers regarding their requirements – ensure all relevant paperwork is completed in a timely manner to ensure Production are equipped to complete the order to client's expectations
- Ensure relevant booking details and glass requirements for ordering
- Liaise with Planner on changes to Production Schedule and ensure Schedule is maintained as to progress of relevant processes
- Set up codes for new stock items within required systems in an accurate and timely manner.
- Work alongside other Client Support team members to assist clients to meet target to have Bill of Materials (BOM's) and Production specifications processed 3 days out from scheduled run
- Track Dry Goods and liaise with inwards teams to address shortages
- Liaise and communicate with internal WineWorks departments on upcoming runs and ensure client expectations are met.
- Respond to Production queries from both clients and internal staff.
- Assist with resolving any production specification issues with clients as they arise.
- Notify Clients at least 7 days prior to Production Run's
- Liaise with key staff to ensure all Run Confirmations are settled before sending details to the clients
- Follow up after the run to conclude all relevant paperwork

Despatch Orders

- Receive and key incoming despatch orders from clients via email, phone and web – address any issues and resolve concerns around orders
- Advise relevant transporter of freight requirements from orders.
- Maintain processes to ensure efficient delivery against client expectations
- Process information to ensure appropriate invoicing/credits
- Coordinate the domestic schedule in line with the Client's expectations, and ensure daily communication is maintained between all relevant teams, both internal and external.

**Records & systems
maintenance**

- Maintain records and systems to ensure accuracy and timely records in line with agreed timeframes
- Maintain filing systems
- Maintain the company CRM with up-to-date information on clients

**Other duties –
perform other duties
as required**

- Assist, when required with collation of monthly KPI data, i.e. tracking of department statistics for monthly key performance indicators as required.
- Assist with data base entries and related housekeeping tasks 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
- Recommend improvements to processes as required
- Attend and participate in daily Client Support Toolbox Meetings
- Assist with other duties as required to support clients and to cover other roles within the team as required.

Export/Planner - Additional duties

Export Freight

- To receive orders and confirm back to clients on plans for actioning
- To coordinate between customer, freight forwarder/shipping line, transport companies, production department etc. to get the goods loaded to meet cut offs for vessel.
- Ensure container loading pattern is consistent with client requirements and efficient loading.

Planner

- Provides cover for the Planner



Invoicing and Dry Goods - Additional duties

Invoicing	– Ensure invoices are raised for work completed – Monitor and question invoices to ensure completeness and accuracy – Ensure approved for sending in a timely manner – Undertake investigations into Client issues with invoices – Assist with rates processes as required.
Excise	– Maintain subject matter expertise on Excise – Co-ordinate excise requirements from customs as it relates to orders being dispatched and returned – Administer excise payments as required – Providing training and support to team on excise treatment and addressing issues
Dry Goods Ordering	– Maintain daily knowledge on available dry goods – Assist clients with Dry Goods queries and availability – Order dry goods as required – Reconcile dry goods to that ordered and maintain stock information
Chep Management	– Maintain Chep transactions on and off our account via Chep portal – Addressing issues where transactions are unsuccessful by liaising with clients, suppliers etc – Manage all administration & investigations regarding Chep transactions as required – Complete counts processes and reconciliations as required to ensure accurate accounting for Chep pallets

Work Complexity

Accountability	Complexity	People Responsibility	Relating to Others	Expertise
Limited	Routine processes with Existing Solutions	No Direct Reports	Courtesy Plus	Practical

Based upon Strategic Pay SP5 Job Evaluation Methodology – for HR Use Only

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

- 3 – 5 years' experience in administration environment
- Computer literate
- Experience in a customer service role.