

3PL Operations Specialist

Tohunga mahi tuatoru

WHO WE ARE - KO WAI MĀTOU

We are Farmlands - Te Whenua Tāroa, a Co-operative owned by New Zealand Farmers and Growers, we have been around for 60+ years, supporting our rural communities, looking after our land and our people - we're Out Here Too. We're always backing Kiwis - rain or shine, year in, year out. We work as one – we help each other, we win together.

PURPOSE AND VISION – TE KAUPAPA ME TE MATAKITE

At Farmlands, our purpose is “To enable improved profitability and productivity for NZ farmers and growers”, and our Vision is “To be the go-to for everyone connected to our land”. Everything we do, every decision we make is with this in the forefront of our minds.

OUR VALUES – NGĀ UARATANGA

Our values of Be You, Minds Open, and See It Through help us to work as one - helping each other and winning together. We're rural people supporting our rural communities looking after our land and our people.

Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

See it through - whakamaua kia tina

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere:	Logistics Development Analyst
Your Team – To tīma:	Logistics Development
Direct reports - Kaimahi:	No

The 3PL (Third-Party Logistics) Operations Specialist plays a critical role in ensuring the smooth and efficient functioning of third-party logistics services. Their purpose is to act as a key intermediary between Farmlands and the 3PL logistic providers that Farmlands partner with.

KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

Safety and wellbeing - Haumarutanga

Actively contribute to a safety-first culture by:

- Keeping yourself and others safe, and participating in safety and wellbeing activities
- Speaking up if you see something that is not and could injure yourself or others in the workplace
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time

General – Whānuitanga

Daily Tasks

- **Monitor Order Processing:** Ensure the 3PL partner is processing incoming Sales, Transfer and Purchase Orders promptly and accurately.
- **Order Status Tracking:** Track the status of outbound orders and identify any potential delays or issues.
- **Address Order Discrepancies:** Review and resolve order discrepancies or fulfilment errors including both inbound and outbound claims.
- **Communicate Urgent Orders:** Relay high-priority or urgent orders to the 3PL for immediate processing.
- **Order Modifications:** Communicate to the 3PL partner any Sales, Transfer and Purchase Order amendments or cancellations.
- **Pallet Management:** Manage the end-to-end process of Chep pallets with the 3PL partner.
- **End to End Flow:** Monitor ongoing integration of master data and report on range changes and process flows.

Warehouse Coordination

- Overseeing inventory management and stock levels.
- Ensuring accurate storage, handling, and distribution processes.
- Alignment of stock locations across both Farmlands ERP system and our 3PL Partners.

Shipping and Transportation

- Scheduling and tracking shipments, with the support of our Supply and Demand Planning teams.
- Liaising with transport carriers and Suppliers to ensure timely delivery.

Customer Support

- Addressing customer and internal inquiries related to logistics and deliveries.
- Resolving complaints or issues with shipment delays or inaccuracies.

Data Management and Reporting

- Maintaining records of shipments, returns, and inventory movements including tracking ullage and claims.
- Preparing reports on operational performance and logistics metrics.
- Reviewing invoices vs stock movements and verifying ongoing costs.

Compliance

- Ensuring all operations adhere to legal and safety standards.
- Staying updated with regulations related to transportation and warehousing.
- Undertake annual audits and stock counts to align systems and ensure ongoing compliance.

Relationship Management:

- Acting as a point of contact between Farmlands, customers, and 3PL provider, helping create a single seamless touchpoint for both internal communication and external.

- **Building strong partnerships with service providers and internal stakeholders to influence ongoing change and continuous improvement**

Professional

Development -

Whakawhanaketanga

Continue to develop personally and professionally by:

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, utilising systems to record progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

These may change from time to time to meet operational or other requirements.

WHAT YOU'LL BRING - ĀU ĀPITITANGA KI TE TŪRANGA

Experience - Āu tautōhitotanga

Experience working with third-party logistics providers
Familiarity with D365 & WMS systems

Qualifications – Āu tohu mātauranga

Tertiary degree or equivalent desirable.

Skills – Āu pūkenga

Strong organisational and problem-solving skills.
Excellent communication and interpersonal abilities.
Proficient in Microsoft Office Suite.
Knowledge of inventory management systems and warehouse operations.
Detail-oriented with the ability to multitask effectively.
Thrives in a fast-paced environment and with the development of new processes.

Personal Attributes – Ōu āhuatanga

Ability to influence others and move toward a common vision or goal
Flexible and adaptable; able to work in ambiguous situations
Works well under pressure, with a high level of organisational and time management skills
Embraces change, recognising it is necessary to meet the changing needs of our customers and business
Integrity and high personal and professional standards
Champions a Together Stronger approach.

Farmlands Leadership Behaviours

CREATE	CONNECT	DELIVER	GROW
CREATE CLARITY	BUILD CONNECTIONS	DELIVER RESULTS	GROW SELF, GROW OTHERS
Understand the bigger picture – you understand our vision, strategy and plans and what's expected on how to deliver this.	Forge connections – you have strong relationships with the people around you, your customers and communities. You create connections outside of your immediate team with those who have an influence or impact on your work. You seek broader perspectives to generate insights and opportunities.	Take people with you – you inspire people through your commitment and enthusiasm to the future of our business. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.	Have a growth mindset – your resilience helps you to be agile, persist through challenges and learn from feedback. You are curious and have flexibility of thought and perspective. You know your strengths and opportunities, actively engage in self-development and take time to reflect and apply learnings.
Have a plan – you establish a vision and course of action that's aligned to our strategy. You help others connect the dots between our vision and strategy and where they fit in achieving this. You can describe what success looks like and provide a sense of direction for others, even during times of ambiguity.	Create purpose and belonging – you create meaning for your team by uniting them around a common goal. You're authentic and prepared to be vulnerable. You promote diversity and allow others to express themselves and for all voices to be heard equally.	Think and act like an owner – you take responsibility for your performance and delivering to a high standard. You tenaciously pursue the right outcomes and don't confuse activity with results. If you lead people, you set clear expectations for every team member.	Develop capability – you coach others to build capability and achieve their potential. You know your team, their aspirations and support them to learn, grow and take ownership of their development.
Clarify the 'why' – you make clear how activities and decisions benefit the customer and the co-operative. You provide further context where further buy-in or prioritisation is needed to help overcome resistance.	Take people with you – you inspire people through your energy, commitment to our business and enthusiasm for the future. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.	Insights driven – you understand the commercial aspects of your role and make decisions based on data and insights. You draw from new sources of information to generate ideas, seeking to innovate, disrupt and grow/adapt. You are focused on building a stronger organisation tomorrow than today.	Get out of the way – you empower others by delegating and creating space for them to do their best work, trusting them to deliver and providing support where required. You make it safe for others to try new things and learn from mistakes.

HOW THIS SHOWS UP IN EVERYDAY BEHAVIOUR:

LEADS SELF

Create Clarity: <i>By understanding your role and how it contributes to the bigger picture you will make the right decisions</i>	Build Connections: <i>You have strong relationships with your team and the people you work alongside to achieve success as a</i>	Deliver results: <i>You deliver to the expectations of your role.</i>	Adapt and grow: <i>. being agile and resilient, listening and responding to feedback, and putting in the effort</i>
Align with the bigger picture – - work is directly aligned with our vision, strategy and plans. - know what's expected and how to deliver. Have a plan – - have a vision and course of action that's aligned to our strategy. - help others understand how they fit in. Clarify the 'why' – - understand and make it clear how activities and decisions benefit the customer and the co-operative.	Forge Connections – - create strong relationships with others. Create purpose and belonging – - you and your team are united around a common goal. - promote diversity and allow others to express themselves. Take people with you – - inspire people through your energy, commitment and enthusiasm - consider information from a range of sources in decision making.	Create structure – - plan and create structure to get things done. - be agile and look to work in new ways. Enable performance – - take responsibility for your performance and deliver to a high standard. Think about the business – - think and make decisions with a commercial lens - seek new information focused on building a stronger Farmlands.	Apply a growth mindset – - be agile, persist through challenges and learn from feedback. - actively engage in self-development and apply learnings. Develop capability – - coach others to build capability and achieve their potential. - know and support others to take ownership of their development. Get out of the way – - empower others by creating space for them to do their best work. - make it safe for others to try new things and learn from mistakes.

LEADS OTHERS:

Create Clarity: <i>Your role is to operationalise the strategy which means you and your team need to understand it and how to achieve it</i>	Build Connections: <i>This is about the relationships you create with your team and the teams you work closely with.</i>	Deliver Results: <i>This is about achieving results through others.</i>	Grow yourself, grow others: <i>Growth is how we make ourselves, our teams and our co-operative better.</i>
Understand the bigger picture – - understand our vision, strategy and plans. - know what's expected of you and how you should deliver this. Have a plan – - establish a vision and course of action that's aligned to our strategy - help others understand their contribution to our vision and strategy. Clarify the 'why' – - make it clear how activities and decisions benefit the customer and the co-operative. - provide further context where required to overcome resistance.	Forge connections – - create strong relationships with your team and others who have an influence on your work. Create purpose and belonging – - create meaning for your team by uniting them around a common goal. - authentic and promote diversity. Take people with you – - inspire others through your energy, commitment and enthusiasm. - lead by example through consistency and demonstrating the Farmlands Leadership behaviours.	Create structure – - plan and create structure to get things done. - agile and look to work and lead your team in new ways. Think and act like an owner – - take responsibility for your performance and delivering to a high standard - set clear expectations for every team member and hold them to account. Insights driven – - make decisions with a commercial lens and seek new information to generate ideas. - innovate, disrupt and challenge the norm. - focus on building a stronger Farmlands.	Have a growth mindset – - embrace the new and lead with agility - actively engage in self-development and apply learnings. Develop capability – - coach others to build capability and achieve their potential. - know your team and support and empower them to learn, grow and develop. Get out of the way – - empower others by delegating and creating space for them to do their best work. - make it safe for others to try new things and learn from mistakes.