

Order Fulfilment Administrator / Kaiwhakahaere whakatutuki tono

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 tākohā

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 - whakamauiā 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:	Trading Services/Ops Support Team Lead
Your Team - To tīma:	Supply Chain - Integrated Business Planning
Direct reports - Kaimahi:	No

The Order Fulfilment Administrator is responsible for overseeing and coordinating the timely processing and delivery of customer orders. This includes managing order entry, order queries, and both internal and external communication to ensure a seamless and accurate fulfilment process. The position requires attention to detail, strong organisational skills, and the ability to work cross-functionally with internal and external stakeholders.

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 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

Contract & Order Management

- Draft, review, and maintain customer sales and vendor purchase contracts to ensure terms are accurate, approved, and adhered to.
- Ensure accurate drawdowns from both customer and vendor contracts aligned with seasonal and product availability.
- Process and manage customer orders across phone, email, and online platforms
- Verify product availability, pricing, and account details before confirming and entering orders.
- Monitor the full order cycle from entry to fulfilment, proactively addressing delays and escalating issues when needed.
- Coordinate fulfilment across internal supply chain operations and external vendors or logistics partners.

Customer Engagement & Support

- Serve as a key contact for order-related inquiries, providing timely, professional support across calls, emails, chat, and face-to-face interactions.
- Communicate proactively with customers regarding order confirmations, expected fulfilment times, and any delays or issues.
- Resolve shareholder and customer queries end-to-end within delegated authority.
- Manage returns, adjustments, and account queries in line with company policies.

Collaboration & Communication

- Liaise with internal teams (sales, supply chain, finance) and external suppliers to ensure order accuracy and contract compliance.
- Maintain clear, consistent, and transparent communication with customers throughout the fulfilment process.
- Build strong relationships with internal and external customers to understand seasonal needs and ensure proactive fulfilment planning.



System & Record Management

- Accurately enter and update contract, customer, and order information in CRM and ERP systems (e.g., Microsoft D365).
- Generate invoices, packing slips, and other transaction documents as required
- Maintain comprehensive documentation of orders, billing, fulfilment times, and inventory movements for compliance and reporting.
- Support day-to-day transaction queries and supplier reconciliations.

Performance Monitoring & Process Improvement

- Track and analyse fulfilment metrics including order cycle time, accuracy, processing speed, and backorder rates.
- Review and monitor reports to highlight order trends, bottlenecks, and overall service levels.
- Identify and support the implementation of improvements to streamline order processes and reduce lead times.
- Assist in developing and updating standard operating procedures (SOPs) for consistency and efficiency.
- Support audits, compliance tasks, and reporting through accurate documentation.

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, recording 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

- A passion for rural, farming, agricultural, horticultural or other related industry is desirable
- Experience in Microsoft D365 is desirable
- Previous experience in customer experience, service or sales

Qualifications – Āu tohu mātauranga

- Demonstrated experience within the AR/AP process.



- Experience in problem solving, ownership and resolving enquiries through to the end.

Knowledge – Āu mōhio tanga

- Proficient computer skills, including Microsoft Office applications
- Analytical skills
- Numerical literacy

Skills – Āu pūkenga

- Strong time management skills
- Strong attention to detail and accuracy
- Excellent verbal and written communication skills
- Microsoft office suite and core CRM system application

Personal Attributes – Ōu āhuatanga

- Flexible and adaptable; able to work in ambiguous situations
- Works well under pressure, with a high level of organisational and time management skills
- Team player with the ability to work closely and collaboratively with others
- Embraces change, recognising it is necessary to meet the changing needs of our customers and business
- Takes ownership, committed to continuous improvement and self-learning
- Integrity and high personal and professional standards
- Systematic and has an analytical approach to problem solving
- Can connect with a diverse range of people
- Thrives in a fast-paced environment



Everyday Leadership Behaviours

We've identified 4 leadership behaviours that we know make the best Farmlands leaders. Different roles across the co-operative require us to approach each aspect in slightly different way, and you'll see on the next pages the different leadership levels and how they all fit together.



People & Safety
June 2026

The Four Leadership Behaviours

Create <i>Create Clarity</i>	Connect <i>Build Connections</i>	Deliver <i>Deliver Results</i>	Grow <i>Grow Self, Grow Others</i>
Understand the bigger picture – you understand our vision, strategy and plans. You know what's expected of you and how you should deliver this. And, if you don't know, you take steps to find out. 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. 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.	Forge connections – you have strong relationships with the people around you, your customers and communities. You look outside of your immediate team to create connections with the people and teams across the business who have an influence or impact on your work. You seek broader perspectives to generate insights and opportunities. 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. 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.	Create structure – you plan ahead and create the structures and work routines to get things done. You make use of the systems and technology available to you. You're agile and look to work in new ways. 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. 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 change. You are focused on building a stronger organisation tomorrow than today.	Have a growth mindset – your resilience helps you embrace change, 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. 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. 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.



Lead Self - how this shows up in everyday behaviour:

Create *Create Clarity*

By understanding your role and how it contributes to the bigger picture you will make the right decisions.

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.

Connect *Build Connections*

You have strong relationships with your team and the people you work alongside to achieve success in your role.

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.

Deliver *Deliver Results*

You deliver to the expectations of your role.

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.

Grow *Grow Self, Grow Others*

Being agile and resilient, listening and responding to feedback, and putting in the effort.

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.