

Position Description
TRAINEE CUSTOMER SERVICE OFFICER

Status:	Permanent
Company:	Yenda Prods – Irrigation Pty Ltd
Location:	Griffith Branch
Award level:	Level
Salary level:	As per employment letter of offer
Closing date:	4 March 2020
Contact person:	Sally O’Keeffe (Manager)
Phone:	02 6966 8950
Website:	www.yendaprods.com.au
Email application to:	sokeeffe@rwe.net.au

About Yenda Group

The Yenda Group comprises of four entities: Yenda Producers Co-operative Society Ltd; Spencer & Bennett – Yenda Prods Pty Ltd; Yenda Prods - Irrigation Pty Ltd; and Yenda Prods Grain Pty Ltd. All entities are focused on providing goods and services to the rural sector.

Established in 1925, Yenda Producers Co – operative Society Ltd (the Co-op) has a member base in excess of 1,500. It has branches located in Yenda, Leeton (established in 1988) and Griffith (1998), all located in the MIA. The core focus of the business is the provision of farming inputs, complimented with high level agronomic, horticultural and livestock production advice.

Spencer & Bennett – Yenda Prods Pty Ltd (S & B) joined the Yenda Group in 1998, and specialises in the purchase and sale of sheep and cattle, clearing and property sales, water trading and insurance broker services

In 2006, Yenda Prods - Irrigation Pty Ltd (Riverina Water Engineering, or RWE) was created as a joint venture between the Co-op and Gerard (Jak) Ormesher. RWE designs, installs and maintains irrigation systems for rural, domestic and government sectors.

Yenda Prods Grain Pty Ltd (YPG) was established in August 2015 to provide Co – op member’s additional grain marketing options. The main role of YPG is to accumulate grain on behalf of the Co-op shareholders, with a focus on servicing niche grain markets.

In July 2016, the Co-op entered into an agreement with Kevin Cauduro, proprietor of Yenda Fruit and Case (YFC), to purchase the business. The acquisition of YFC has created the fourth branch of the Co-op, with a focus on fuel sales. In addition, the YFC silos are operated under a management agreement with YPG.

In March 2018, the Co-op purchased the business Akazien Hof Grain and Fertiliser from Steve and Monika Burgess. The site is located in Coleambally and is comprised of a number of grain silos, bulk grain shed and bunkers, and focuses on the accumulation of Malt Barley, Corn and other niche grains. The Akazien Hof site is also managed by YPG.

On 5 July 2018, S & B purchased the Breed and Hutchinson business in Leeton from. Breed and Hutchinson offers stock and station agency services, a real estate agency and water trading services.

All employees of the Yenda Group are required to adhere to our purpose, ideals and goals:

Our Mission is to promote a co-operative approach by providing specialised services and advice to our members, and to deliver them in a safe and sustainable manner.

Our Purpose is to encourage the building of wealth and sustainability for our members and their communities, by working in a partnership with our stakeholders. We achieve this by: providing innovative and affordable solutions; promoting sustainable agricultural practices; providing a diverse and competitive business offering; and encouraging open and collaborative communication with all stakeholders.

Our Values are Loyalty, Integrity, Respect, Co-operation and Community.

Our Expectations are for individuals to behave honestly, appropriately, and to actively demonstrate good practice in everything they do and say.

- The principal purpose of this position is complete your customer service/retail traineeship to allow you to provide a high level of customer service to all the Yenda Group internal and external customers.

Staffing and budget responsibilities

- Limited staffing and budgeting responsibilities.

Position key responsibilities and job tasks

Key Responsibilities and job tasks expected of your role within the Yenda Group

- Attend to all customers who enter the shop, as a priority.
- Communicate and co-ordinate delivery of products to customers, including the use of third party carriers.
- Market RWE products and services to all customers.
- Assist with annual / periodic stock takes, in conjunction with the Retail Manager.
- Assist with forecasting / ordering stock and material requirements to ensure efficient and timely supply, in conjunction with the Retail Manager.
- Investigate all stock losses / shortages and reports results to the Retail Manager.
- Assist with in-store displays / promotions with suppliers.
- Ensure Retail sales and stock storage areas are kept in a clean and tidy condition.
- Ensure all Customer requests for service work / repairs are carried out in a timely and effective manner and referred to appropriate staff by the use of the Monday programme.
- All other reasonable duties as requested in line with the job.

Key Responsibilities and job tasks applicable to ALL employees within the Yenda Group

- Takes direction from management and is guided by reporting supervisor/manager to ensure key responsibilities and tasks are completed on time, both effectively and efficiently.
- Fulfils the key responsibilities of the position, in accordance with the Yenda Group's Code of Conduct.
- Conduct all activities in accordance with the Quality Management System.
- Provides ethical and natural justice decision making, in support of organisational mission, goal and values.
- Adheres to all Yenda Group policies and procedures including work health safety policy, procedures, regulations and standards of safety.
- Provides superior customer service both internally and externally (serves customers, answer phones, load/unload stock, work alongside and assist with fellow staff, other as required in line with job role).
- Willing to undertake learning and development that would be of benefit to the Co-op, in line with the job role.
- Responds to all customer enquiries (by phone/email/face to face within 24 hours).
- Participates in and adheres to Employee Performance Reviews, as and when required.
- Completes the necessary paperwork for all stock transactions, including but not limited to customer sales, customer credits / returns, customer payments, stock receipts, stock orders and branch transfers in Prostim.
- Reporting of any customer complaints to your supervisor.

Qualifications/Professional Registration/other industry requirements

- Drivers License (Manual preferred).
- National License to Perform High Risk Work – LF (to be obtained on job, if not current).
- Knowledge of Microsoft Office including Word and Excel.
- Knowledge of MYOB EXO is preferable but not essential.

Are you the right person for the job? (For advertised jobs Otherwise re- name to Key result areas)

Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate and achieve the following:

Key Result Area	Key Responsibilities/Tasks	Key Performance Indicators (KPIs)
1. Values, Mission and Strategy	<ul style="list-style-type: none"> Adheres to Yenda Group values, mission and operational goals and objectives. 	Demonstrated performance adhering to the values, mission and strategic and operational goals.
2. Organisational policies and procedures	<ul style="list-style-type: none"> Adheres to the Yenda Group Code of Conduct, policies, procedures, systems and operational requirements. 	Demonstrates adherence to the Yenda Group Code of Conduct and other relevant policy and procedure.
3. Team	<ul style="list-style-type: none"> Is proactive, positive and collaborative. Participates as a team member and leads by example. Communicates effectively with all staff, clients, customers and contractors. Provides supervision and direction to staff working under them. Acts in best interest of the team. 	Demonstrates team effectiveness, gets on with team members, is a good communicator, is proactive, positive and collaborative.
4. Health & Safety	<ul style="list-style-type: none"> Looks after self and demonstrates safe and secure attitudes and behaviours. Follows safety protocols and organisational safety policy and procedures. Behaves safely and supports others to identify and demonstrate safe work practices. Adheres to Work Health Safety Act 2011. 	Demonstrates adherence to health and safety for self and others.
5. Operations	<ul style="list-style-type: none"> Completes tasks, roles and responsibilities on time and within budget requirements. Takes direction, guidance and is supportive of others. Ensures operational tasks & roles are implemented daily, weekly, monthly. 	Demonstrates effectiveness of tasks, roles, responsibilities on daily, weekly, monthly basis.

How to apply

Please provide the following information to the panel to assess your suitability:

- **A short statement/s** (maximum of two pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the position key responsibilities and job tasks.
- **Your current CV or resume, including referees.** Applicants must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. . If you do not wish for a referee to be contacted, please indicate this on your resume.

Pre-Employment screening

Pre-employment screening, including criminal history and or medical screening may be undertaken on persons recommended for employment.

Probation

Six months with a three and six month review, which may be extended to 12 months pending a management decision.

By signing below, you understand and agree to undertake the job tasks and position key responsibilities and transfer your capabilities and demonstrated knowledge and skills to your role. By agreeing to undertake the tasks and responsibilities it is expected you will also abide by the Code of Conduct, organisational values, behaviours and mission of the Yenda Group.

_____	_____	_____
Employee name	Signature	Date
_____	_____	_____
Manager/Supervisor Name	Signature	Date
Date implemented:	_____	
Review Date:	_____	