

Supply Coordinator

Position Description



Position Title:	Supply Coordinator		
Reports to:	Head of Operations		
Direct Reports:	None		
Financial Delegations:	None		
Division:	insgnia	Dept:	Operations
Location:	QLD	Creation Date:	22 April, 2022

Company Overview

insgnia is a national label and coding business with a strong focus on providing valued solutions to its customers. Part of the Winson Group, insgnia has an unwavering passion to help Australian businesses compete. Our values, our people, our products and our services have been the platform for nearly 50 years of being an indispensable partner for our customers.

Our Promise:

- Market leading products
- Nationwide coverage
- Expertise across all industries
- Delivered with personable service and support, diligence and professionalism

Group Cores Values:

- Honour
- Ownership and Commitment;
- Change for Strength
- Diligence

Position Overview & Organisational Requirements

Position Summary:

This position is responsible for the effective purchasing and delivery of finished goods into the insgnia business. Areas of responsibility include cost-effective purchasing of Hardware, Consumables, Spare Parts and Software, maintaining inventory levels of stocked items, Item Data Integrity, Data Analysis and Report Generation and providing support for Customer Care, Service, Projects and Sales teams. This position works to ensure inventory is available to meet the delivery and quality requirements of customers.

Organisational Requirements:

- All positions within the Winson Group will support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees are required to act in accordance with the company's stated values and behaviours, customs and practices.
- Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.

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- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.
- Employees have the right to refuse to carry out or stop unsafe work, if there is a reasonable concern that the work will expose a serious risk to health and safety from an immediate or imminent hazard. If work is stopped because it is unsafe, management must be advised as soon as possible. Whilst the matter is being resolved alternative work is to be carried out, including doing other tasks trained or able to do.
- Display behaviours consistent with the stated Winson Values
- Display behaviours consistent with the Great Safety Behaviours Matrix.

Key Responsibilities

Purchasing and Purchase Returns

- Order all Hardware, Consumables, Spare Parts and Software from both local and overseas suppliers, ensuring items are purchased in a cost-effective manner, and are available when required.
- Purchase other goods as required.
- Proactively manage all Purchase Orders to their required ETA dates to ensure they arrive on time.
- Expedite late or urgent purchase orders, when required
- Develop a positive relationship with Vendor Contacts so they can provide support and assistance.
- Process any Supplier Warranty Returns, or Purchase Returns, as required.
- Process any Supplier Rebates, when required.
- Reconciliation of purchased Goods and Freight invoices and credits through Exflow and Verify.

Oversight of VIP Hardware & Consumables

- Facilitate and lead insignia's Sales & Operations Planning Meeting assigning actions to staff
- Conduct analysis and review of exceptions prior to Planning Meeting
- Support VIP Sales Teams by reviewing current and future VIP Stock Levels/Forecasts for all sales opportunities
- Proactively investigate and provide information and solutions on back ordered or out of stock products to Sales and Customer Care teams
- Maintain all products through AFP Module in Navision
- Analyse inventory trends and adjust AFP Forecasting as required.
- Ensure correct items and quantities of stock are kept in inventory in insignia warehouses
- Proactively review out of stock items and address root cause
- Develop a strong working knowledge of Procurement and Supply Chain best practices

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- Take the lead in using the latest analysis and reporting tools such as Power BI, Excel, Business Central to support inventory optimization and reporting
- Actively work to clear Slow Moving & Obsolete product
- Transfer inventory between locations, when required
- Maintain insignia Vendor Assessment file and complete Vendor Assessments, when required.
- Participate in warehouse stocktakes, if required
- Reply to all enquiries to the Procurement folder within 24 hours
- Maintain Business Central Item data integrity, including item purchase prices, item descriptions, vendor item numbers, class status and item standard costs.

Oversight of Warranty Process

- Maintain insignia Vendor Warranty processes and data integrity
- Process all submitted Warranty Claims
- Maintain a clean, tidy and safe Warranty Area

Wider Business Support

- Oversee the development of Power BI and Jet Reports for other business areas
- Take an active role in business projects as required, relating to Procurement, Data management, Business Central enhancements and wider process improvements.
- Establish and maintain professional working relationships with colleagues, customers and suppliers
- Embrace Continuous Improvement and contribute to the development and evolution of company functions, projects and programs.

General

- Maintain knowledge and compliance with all company policies, procedures and guidelines.
- Maintain a clean, tidy and safe work area.
- Positively contribute to the team environment.
- Proactively develop and build on product, systems and skills knowledge.
- Continually strive to improve and implement quality systems to ensure internal and external customer needs are met.
- Input into and update Department SOPs and WIs as needed

Key Competencies/Experience

Key Competencies

- Knowledge of Procurement principles and processes
- Excellent working knowledge of Business Central, AFP and Exflow.
- Demonstrated high standard of attention to detail.

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- Sound interpersonal, oral and written communication skills, and the ability to negotiate and maintain effective relationships with a wide variety of people.
- Proven ability to work effectively under pressure, handle competing priorities, meet deadlines and manage activities through to completion.
- Demonstrated ability to work both as an individual and as a member of a team.
- Sound working knowledge of MS Office.

Experience

- 2-3 years experience in a similar or related role.

Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Zero safety incidents.
- Minimise NCT's/Cases linked to this role.
- All Vendor Warranty Claims processed within 2 weeks of being received into Brisbane
- All Procurement Enquiries responded to within 24 hours
- VIP Backorder Percentage maintained below 5% for stocked items
- VIP SLOB Provisions
- Freight In Spend
- Maintain Hardware and Consumables Inventory totals to reasonable levels

Qualifications

- N/A

Mandatory Criteria

- N/A

Specific Requirements of the Position

- Ability to work occasional overtime

Key Stakeholders

Internal

- Head of Operations
- Supply department
- Sales Teams
- insignia Technical Services Team

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- insignia and Winson Group employees
- insignia Executive General Manager

External

- Customers
- Suppliers

Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature	_____	Date	_____
Manager Name & Signature	_____	Date	_____