

Position Description

Position:	Grain Administrator
Position Holder:	TBC
Reports to:	Office Manager
Location:	Ashburton
Business Unit:	Grain
Hours of work:	40 hours per week – Monday to Friday, 0800. – 5.00pm
Job Family:	Operations/Support People

Customer Relationships	Who
➤ External	Key suppliers, customers and business partners of PGG Wrightson - Grain
➤ Internal	PGW Grain Management and staff PGW Seeds management and staff PGW Staff

Position Contribution:	
To provide administration support to achieve customer satisfaction, growth, profitability and other Company objectives within the Grain division of PGG Wrightson.	
Scope	Dimensions
Operational budget \$N/A	Reporting to the role
Key Accountabilities	Primary Tasks

Administration	<ul style="list-style-type: none"> • Assist with the performance of administration tasks and functions, including: <ul style="list-style-type: none"> - Transaction processing - Logistics administration - Inventory monitoring - Balancing of freight spread sheet - Balancing of stock point • Where appropriate change work flow / process to create gain in accuracy, timeliness in information delivery / preparation • Deals with sensitive and confidential information in an appropriate manner • Provides administrative support functions such as coding and verification of accounts and expense claims, screening of phone calls, typing, ordering and maintaining stationary requirements. • Creation and delivery of grower correspondence. • Receives and despatches courier and mail items • Filing as and when required
Customer Service	<ul style="list-style-type: none"> • Deals with all enquires in a courteous and efficient manner • Ensures follow up and closure of outstanding issues • Promoting professional image of PGG Wrightson Seeds by producing work that is accurate, timely and presented to the highest standards
Contract Administration	<ul style="list-style-type: none"> • Create, check, send, receipt and file contracts • Ensure all documentation is correct and accurate
Reporting	<ul style="list-style-type: none"> • Run daily open sales reports • Run monthly inventory reports • Run Free Grain and Harvest results reports
Database Management	<ul style="list-style-type: none"> • Maintain the IBM Lotus Notes database • Accurate record keeping within the database • Ensure contract options available meet the company and customer requirements • Ensure contract details accurately reflect price/specification and field details • Maintaining the harvest sample system, ensure grain samples are logged, dispatched and results are entered into Lotus.
Health & Safety	<ul style="list-style-type: none"> • Adhere to all Health and Safety policies and procedures
PGG Wrightson Seeds Intellectual Property	<ul style="list-style-type: none"> • Will agree not to transfer any intellectual property from the company without authorisation • Ensure confidentiality and security of intellectual property that the position of Customer Service Representative is privy to
Human Resources	<ul style="list-style-type: none"> • Adhere to all HR policies and procedures
Other duties – as reasonably directed from time to time	<ul style="list-style-type: none"> • To complete such tasks and projects in a competent and timely manner in accordance with directions.

Qualifications, Technical Skills, Knowledge and Ability

- Previous experience as a broad-based administrator, familiarity with database and other computerised systems
- Excellent and demonstrated written, oral and interpersonal communication skills – including an ability to listen fully and carefully, to analyse and assess situations quickly, to build productive working relationships, to relate to a broad range of people, to explain and create understanding
- Excellent word processing and spreadsheet skills
- Ability to plan, set daily and weekly priorities, and maintain performance under pressure
- Flexibility, adaptability, initiative and always calm, measured and professional
- Attention to detail
- Ability to retain confidentiality
- A pro-active, goal orientated, problem solving and focussed approach to the tasks and responsibilities associated with the role

Behavioural Competencies

Achieving Results (1)	Sets challenging goals for self and understands performance expectations; effectively managing one's time and resources to ensure that work is completed efficiently, safely and to a high quality standard; celebrates achievement of results. <u>Key Actions</u> <ul style="list-style-type: none"> • Sets Goals and performance standards • Prioritises. • Leverages resources • Delivers • Ensures high quality output • Celebrates success
Customer Focus and Understanding (4)	Understanding the customer and effectively meeting their needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty. <u>Key Actions</u> <ul style="list-style-type: none"> • Establishes effective interpersonal relationships • Clarifies the current situation • Takes action • Assures customer satisfaction • Meets PGW's needs
Knowledge Sharing	Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others. <u>Key Actions</u> <ul style="list-style-type: none"> • Identifies Opportunities • Ensures Understanding • Offers feedback • Encourages application

Behavioural Competencies	
Decision Making	<p>Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, probable consequences and PGW's vision and values.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> • Identifies issues, problems, and opportunities • Gathers information • Interprets information • Generates alternatives • Chooses appropriate action • Commits to action • Involves others
Continuous Learning (2)	<p>Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application; remaining open to change and challenge.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> • Targets learning needs • Seeks learning activities • Maximises learning • Applies knowledge or skill • Openness to change and challenge
Teamwork (4)	<p>Actively participating as a member of one's own team and the broader PGW team; building good relationships and playing one's part as a team member, so as to assist in the achievement of both Business Unit and PGW goals.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> • Functions as a PGW team player • Assists goal achievement • Involves others • Informs others • Models commitment
Effective Communication (2)	<p>Recognising one's role in PGW's communication; clearly and succinctly conveying information and ideas to individuals; communicating in an appropriate manner.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> • Takes initiative to share information • Communicates appropriately • Listens to and comprehends communication from others • Delivers clear messages • Ensures understanding • Follows up

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Position holder

Date

Reporting Manager

Date