



Job Description

Position title:	Production Coordinator
Reports to:	Packhouse Manager
Direct reports:	Production Supervisors / other operational staff as delegated by the Packhouse Manager.
Liaise with:	
Internally	• Site Management and DMS Executive team • Cool store, Quality, EDI, Systems and Inventory teams • Packhouse staff and Supervisors • Client Services staff • Other DMS employees • DMS Auditors
Externally	• Growers • Zespri, Asure Quality, BRC Auditors

Main Purpose

- To support the Packhouse Manager to manage packing operations, ensuring that objectives relating to productivity, cost, quality and staff management are met.
- Coordinate day to day production activities in accordance with the agreed production plan.
- Support Supervisors and operational teams to ensure they have the information, staffing and resources required.
- Ensure effective communication and handover between shifts, departments and relevant operational teams.
- To effectively coordinate the operations in an appropriate way to achieve the best result for DMS and our growers.
- General annual plan/roles:
 - December-February – seasonal planning and getting site operations ready for kiwifruit main season
 - March-June (Kiwifruit Main Season) – helm/packing line operation and coordination of shift
 - July-November (Repack) – supervise repack operations and support/coordinate staff as required.



- August- March (Avocado Season) – helm/packing line operation and support/coordinate staff as required.

Please note that due to the nature of the industry there may be a need for additional duties to ensure consistency with workflow through the year.

Principal Tasks

Function Description		Production Coordinator	
Key Result Areas	Actions	Targets and measures	KPIs
Seasonal planning (December-February)	- Actively participate in planning meetings - Actively participate in general tasks that get the site ready for the season e.g. repair and maintenance, cleaning etc. - Assist with the development of work orders, operational requirements and production schedules	- Production areas are operationally ready for the commencement of the season. - Identified requirements or issues are communicated and actioned in a timely manner.	
Operation of Helm/Packing line (March-June) Avocados (August-March)	- Organise grower lines for packing; working off packing default plans. - In conjunction with other Production Coordinators set up grader/systems for each grower pack line and ensure adequate handover between shifts. - Communication with site management to ensure DMS pack plan is being followed. - Run packing lines to ensure: - Fruit is packed as productively as possible. - Fruit is packed in grade, meeting fruit quality and pallets presentation requirements. - Fruit loss is minimised: quick response to lines that require priority changes or have issues that may impact on storage and inventory.	- Pack plan available at commencement of each shift. - Grower lines in correct pack types. - All operational targets are met. - L.E.A.N and Kanban processes are operating. - Adequate staffing levels maintained. - All product meets specification. - Zespri product meets phytosanitary and wharf ECPI criteria. - Packhouse records are available at the end of each shift. - Avocados meet AIC quality standards	- Pack plan - Cost per tray - Throughput - Packout maximised - L.E.A.N - Zespri reports - Bin dump records - Undersize and reject records - Fresh Shift records - Avoco Reports

	○ Global Scan • Ensure all required packing reporting is timely and accurate. • Appropriate information is delivered to the following: Packhouse Manager; EDI Manager/staff • Site Management; Cool store Manager • Assist to coordinate staff on shift, ensuring right people are in the right roles depending on packing requirements and address any issues that may be raised by staff. • Utilise information systems available including Fresh insights/Fresh Quality, Fresh cool.		
Supervise repack operations (July-November)	• Coordinate day-to-day repack operations in accordance with the agreed repack plan and priorities • Liaise with Coolstore staff to ensure correct fruit is picked and delivered to repack teams. • Run repack teams to ensure: ○ Fruit is repacked before vessel cut off times. ○ Fruit is repacked in grade, meeting fruit quality and pallets presentation requirements. ○ Fruit loss is minimised: quick response to lines that require priority changes or have issues that may	• Repack plan available at commencement of each shift. • Meet all vessel cut off times. • L.E.A.N and Kanban processes are operating. • Adequate staffing levels maintained. • All product meets specification. • Zespri product meets phytosanitary and wharf ECPI criteria. • Records are available at the end of each shift.	• Repack plan • Throughput • L.E.A.N • Zespri reports • Fresh Shift records



	impact storage or inventory. • Coordinate staff on shift, ensuring right people are in the right roles depending on repack requirements and address any issues that may be raised by staff.		
Communication	• Build positive working relationships with all staff to achieve engagement and productivity. • Actively share information across shifts and all packing sheds, with other Production Coordinators or other relevant staff. • Actively participate and/or lead discussions of actions taken or planned. • Interact with growers when onsite viewing their crop being packed; relay appropriate information regarding their own crop.		
Health & Safety	• Ensure all accidents are investigated and correct controls implemented to prevent recurrence.	• Report all hazards and incidents in a timely manner. • Zero serious incidents/accidents.	• InfoLeader
Quality and Compliance	• Operate the production process in compliance with BRC, Biogro (if applicable), OSH, Zespri Asurequality standards and DMS H&S procedures.	• BRC maintained. • All audits, internal and external, are passed.	• BRC



Supporting Tasks

Staff leadership and coordination

- Provide clear leadership and direction. Inspire confidence and motivate team to deliver business objectives.
- Act as professional role model to all staff.
- Assist employees to seek more responsibility and encourage them to handle tasks in the way they think best.
- Recognise talent in staff and develop and utilise it to the best interests of the business.
- Take action to resolve differences and defuse hostile behaviour; work to achieve resolution of conflict.
- Assist in resolving workplace issues and operational conflicts, escalating significant matters where appropriate
- Ensure all staff receive adequate training to carry out their role in a manner that is safe, appropriate, efficient and effective while maintaining a high level of customer service.
- Promote a positive, respectful and productive working environment.

General

- Assist the Packhouse Manager, Site Manager and Management Team in meeting overall business objectives.
- Maintain a customer focussed approach, always representing customers best interest.
- Take initiative in promoting DMS and its services at appropriate opportunities.
- Maintain appropriate dress and demeanour and uphold acceptable standards of tidiness and cleanliness in the workplace.
- Complete required forms, reports and other documentation promptly and accurately

Health and Safety

- Actively promote and ensure H&S compliance in the workplace.
- Promote the safety of staff within your areas of responsibility, including the management of hazards.
- Assist and train staff in terms of organisational systems and health and safety knowledge and basic skills where applicable.

Team Culture

- Contribute to team and DMS team culture, strategies and initiatives.
- Live the DMS Core Values
- Participate fully in group activities and discussion and share all available information with peers, colleagues and managers.



- Act with dignity and fairness in dealing with others and share information/resources as required.
- Encourage collaboration between teams and departments

Projects and administration

- Undertake projects as requested from time to time, ensuring this is done in a manner that shows initiative and will ensure self-development.
- Complete forms, reports and other paperwork promptly, clearly and accurately.



Person specification

	ESSENTIAL	PREFERRED
Experience	• Proven ability to supervise and lead staff • Experience in a production environment • Experience working collaboratively with Supervisors and cross-functional teams	• Experience within the kiwifruit and/or avocado industry. • Experience with relevant production, inventory or reporting systems.
Skills	• Excellent planning, prioritising and time management skills, as this job is very demanding during peak season • Good communication skills and be a team player • Influencing and collaborating • Ability to coordinate people and resources • Ability to remain organised and effective during peak production periods. • Good computer literacy and ability to learn operational systems	
Attributes	• Highly self-motivated and able to work unsupervised • High level of empathy and understanding to work and personal situations • Positive can-do attitude • Committed to health and safety in the workplace • Solution oriented • Flexibility with hours of work • Good level of fitness and health required • Willing to learn and continuously improve • Demonstrates DMS Core Values	