

SCHEDULE ONE – JOB DESCRIPTION

Title and Reporting Relationships	
Position title:	Documentation Coordinator
Reports to:	Customer Service and Documentation Manager
Division:	Sales and Marketing
Location:	AFFCO Head Office (Horotiu)

Role Purpose
The Documentation Coordinator is responsible for preparing and processing accurate export documentation to support the efficient end-to-end management of AFFCO customer orders. The role works closely with internal and external stakeholders to ensure documentation requirements are met, customer needs are supported, and orders progress smoothly through the supply chain.

Key Responsibilities
Accuracy & Timeliness • Complete and process accurate shipping and export documentation that complies with New Zealand export requirements and destination-country import requirements. • Consistently meet documentation deadlines and customer requirements through effective planning, organisation and prioritisation of work. • Manage competing tasks and changing priorities to ensure critical documentation and shipment deadlines are achieved. • Achieve results in a timely and consistent manner through the effective use of systems, processes, tools and techniques. • Analyse information, identify potential issues and propose practical solutions. Problem Solving & Autonomy • Troubleshoot and resolve documentation, shipping and order-related issues to support customer requirements and deadlines. • Demonstrate initiative and sound judgement when managing day-to-day responsibilities. • Self-manage workload and priorities with minimal supervision while maintaining accuracy and attention to detail. • Adapt to changing business requirements and respond proactively to emerging issues. • Maintain high standards and take ownership for achieving quality outcomes.

Building Relationships

- Build and maintain effective working relationships with team members and wider AFFCO stakeholders.
- Liaise with regulatory authorities, shipping lines and other supply chain stakeholders to ensure documentation requirements are met.
- Build positive relationships with internal and external customers through responsive communication and a solutions-focused approach.
- Follow through on commitments and maintain professionalism at all times.
- Contribute positively to team collaboration, knowledge sharing and workflow continuity.

Working Relationships

Most Frequent Contacts	Internal / External	Nature or Purpose
Customer Service and Documentation Manager	Internal	- Reporting line. - Reviewing and agreeing with priorities on tasks within the AFFCO group.
Customer Service and Documentation Officers, Senior Customer Service and Documentation Officer, Documentation Coordinators.	Internal	- Collaboration and support - Sharing knowledge and information - Providing cover and maintaining workflow continuity
Logistics Team	Internal	- Collaborate with when required.
Wider AFFCO teams (including Sales, Production Planning and Plant Teams)	Internal	- Collaborate with when required. - Sharing information and resolving issues
External Stakeholders	External	- Ensuring documentation requirements are met - Coordinating export shipments - Maintaining effective working relationships

The job description above sets out tasks and responsibilities to be undertaken at the time this agreement is entered into however the Employee acknowledges that depending on business needs and the Employee's capabilities, as determined by the Employer, the Employee's tasks and responsibilities may be changed by the Employer from time to time and the Employee agrees to carry out any tasks so assigned that are within the Employee's capabilities.