



Allied Press Limited

Vision: *Allied Press will continuously enhance its position as a quality Media Group.*

Motto: *"Optima Durant" – Quality Endures*

POSITION DESCRIPTION	
Job Title	Distribution Assistant
Tenure/Hours	Full-time (40 hours)
Responsible to	Distribution Manager
Responsible for	ODT employees
Delegations	As per Allied Press Ltd Staff delegations policy
Position purpose	<p>The main function of this position is to assist the Distribution Manager in maintaining effective and efficient systems for the delivery of company publications to their respective customers within the required deadlines and in good condition.</p> <p>Working closely with delivery personnel and contractors to ensure professional and excellent standard of service is being delivered to customers.</p>

THE ROLE OF ALLIED PRESS LTD

Allied Press is a media company with interests in daily and community newspapers, regional television station, websites, rental properties and commercial print operations. The company is based in Dunedin and has newspapers in Canterbury, Marlborough, Otago and Southland and printing operations in Dunedin, Greymouth and Alexandra.

The company is dedicated to not only providing comprehensive news and advertising coverage, but also to supporting a wide range of community projects and services.

FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

External to Allied Press Ltd	Internal to Allied Press Ltd
<ul style="list-style-type: none">Members of the Public	<ul style="list-style-type: none">Production
<ul style="list-style-type: none">Advertisers (local, regional and national)	<ul style="list-style-type: none">Advertising Sales
<ul style="list-style-type: none">ODT Subscribers	<ul style="list-style-type: none">Operations Manager
<ul style="list-style-type: none">Suppliers	<ul style="list-style-type: none">Front Office and Circulation Staff
<ul style="list-style-type: none">Clients	<ul style="list-style-type: none">Marketing Team
<ul style="list-style-type: none">Service Providers	<ul style="list-style-type: none">Mainland Distribution
	<ul style="list-style-type: none">Other Allied Press Ltd employees

KEY RESULT AREAS

The position of **Distribution Assistant** encompasses the following major functions or key result areas:

- Providing assistant support to the Distribution Manager and Operations Manager.
- Ensuring the distribution network operates in the most efficient cost effective and timely manner and that all publications are delivered as per defined quality standards.
- Regularly liaising with staff members, contractors and relevant departments to ensure updates and other distribution matters are communicated as and when required.
- Undertaking a variety of specific projects and tasks as required by the business from time to time.

The requirements in the above Key Result Areas are broadly identified below:

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Distribution Assistant	
Acting as an ambassador for our business, providing both our internal and external customers with exceptional service at all times.	<ul style="list-style-type: none"> ▪ You are regarded as approachable, helpful and friendly. ▪ Customers, both face to face, by email, and on the telephone recognise they have received the level of support and service they seek. ▪ You take the initiative to improve work practices to get the best possible outcome. ▪ Problems and complaints are acknowledged, solutions identified, and promptly acted upon.
Providing a high quality, responsive, and professional service to members of the public and local businesses that contact us by phone or email.	<ul style="list-style-type: none"> ▪ Information provided to customers in respect to advertising billing inquiries is accurate. ▪ Information provided by subscribers is accurate.
Allied Press Publications	<ul style="list-style-type: none"> ▪ Delivery routes are efficient with constant review and monitoring to determine most effective routes. ▪ All publications are delivered on time and in excellent condition. ▪ You manage missed deliveries and late runs efficiently ensuring the publications are re-delivered as quickly as possible. ▪ Customer complaints are dealt with in a professional and friendly manner. ▪ There is an efficient system in place for daily deliveries.
Liaising with 3 rd party distribution contractors (includes but not limited to Mainland Distribution and Line-Haul Contractors) to ensure that Allied Press KPI's are met in terms of delivery and disputes resolved.	<ul style="list-style-type: none"> ▪ Delivery of all products on time and in full. ▪ Missed deliveries are minimized and publications are redelivered as efficiently as possible. ▪ All delivery routes are optimized to ensure most efficiency. ▪ All delivery contractors fulfill their OH&S obligations as required. ▪ All distribution disputes are resolved. ▪ All invoices are paid as per contract and service provided.
Ensuring there are contingency plans in place for any potential disruptions (e.g. production or road issues) restricting the distribution of publications.	<ul style="list-style-type: none"> ▪ You stay informed of the weather and road conditions in the regions. ▪ You proactively make informed decisions ensuring effective distribution and avoiding delays. ▪ There is an efficient tracking system of arrivals and deliveries in all areas.

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Working with Marketing Manager and Customer Services to monitor retail outlet displays and supply.	<ul style="list-style-type: none"> Retail shops are adequately stocked on a regular basis to ensure they don't sell out of products or are over supplied.
Reviewing and authorising monthly invoices from contractors.	<ul style="list-style-type: none"> Claims are closely monitored and checked particularly regarding late papers and extra mileage. You are demonstrating an awareness of discrepancies with GPS tracking.
Documentation, information, records and data	<ul style="list-style-type: none"> Distribution manual is created and maintained. All information related to routes, contracts, delivery personnel are documented and updated as and when changed.
Operations	
Tracking and reporting on stock including paper, plates, ink and other production inputs.	<ul style="list-style-type: none"> Stock status is clear and performance information is available at all times. Goods and services are provided within budgetary limits.
Tracking waste across an array of products and reporting graphically and with spreadsheets to ensure managers are aware of the performance.	<ul style="list-style-type: none"> Reports are presented professionally, grammatically accurate and with no errors. Reports are an accurate representation of waste control and are distributed in a timely manner.
Bringing together daily information from multiple sources on performance to provide managers a clear understanding of outcomes quickly and efficiently	<ul style="list-style-type: none"> Relevant information is documented and performance is expressed in an easily interpreted format.
Maintaining a close working relationship with operational managers to ensure information is available when needed.	<ul style="list-style-type: none"> Communication is regular, open, appropriate and considerate.
Prepares charges for operational services, including printing work and other services and coordinating invoices from various departments within Operations.	<ul style="list-style-type: none"> Transactions and other relevant payments are processed promptly and in accordance with Company requirements. Account reconciliation policies and procedures are followed. Variations are reported and addressed promptly. Assets are coded correctly and warranty information captured.
Delivery Team Co-ordination (ODT)	
Managing the on-boarding and H&S induction training of new delivery team members and ensuring relevant employment and H&S documentation has been completed.	<ul style="list-style-type: none"> You successfully manage efficient onboarding and induction processes. All new delivery team members have completed their Allied Press delivery training video and understand how to perform their role correctly and in a safe manner. H&S induction forms and other associated employment documents have been completed and signed by the new delivery team member. The new delivery team member has been provided with all appropriate PPE. Delivery people are complying with all H&S requirements and following the incident and accident reporting processes. Compliance issues are addressed immediately and reported to HR if further actions are required.

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Supervising delivery personnel to meet deadlines.	<ul style="list-style-type: none"> Delivery personnel have clear expectations which are adhered to. Corrective actions are taken when a delivery team member is not performing or following H&S requirements. Staff are trained to produce the highest quality of work and consistency achieve set targets.
Collecting and processing the time sheets for delivery team members for payroll purposes.	<ul style="list-style-type: none"> You are keeping updated records of employees. All time has been captured correctly and submitted to payroll for processing within required timeframes. You ensure the spreadsheets are completed accurately and submitted to payroll on time.
Circulation administration	
Recording subscriber stops, starts, missed newspaper deliveries, and customer complaints in the circulation system.	<ul style="list-style-type: none"> Information relating to the subscriber is captured and entered accurately against the subscriber account in the circulation system. Where appropriate customers are notified in a timely manner with information about their new start.
Accurately capturing information pertaining to subscriber cancellations; offering alternative products and services to retain subscribers.	<ul style="list-style-type: none"> Information with regards to cancellation is captured and accurately reflects the reason for no longer subscribing Subscribers are offered alternative products and services such as the on-line edition.
Liaising with Allied Press newspaper delivery agents and employees re holidays, sickness, missed papers or complaints.	<ul style="list-style-type: none"> All issues related to a delivery person's mistake are communicated with the person in a timely and accurate manner. Delivery staff holidays and sick leave are accurately recorded in the circulation system as a down run.
Team work	
Working together as part of a team to meet the requirements of your role.	<ul style="list-style-type: none"> You are willing to share your knowledge, experience and ideas for the benefit of the team and wider business. Your communication with others is open, honest, and considerate. You demonstrate initiative and commitment to team objectives, actively participating in group activities. You are open and receptive to change. You are able to move quickly between various jobs to ensure work is completed effectively. You contribute to team meetings positively and support other team members.
Professional Development – Self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> Your training and development needs are discussed with your manager on an annual basis as part of your annual performance and development review. You take personal responsibility for gaining and applying new skills.

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Allied Press Ltd., Health and Safety policies, procedures, and systems.	<ul style="list-style-type: none"> ▪ You understand and consistently meet your obligations under Allied Press Ltd.'s Health, Safety, and Wellbeing policies and procedures. ▪ You actively encourage and challenge your peers to work in a safe manner.
Other Duties	
From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.	<ul style="list-style-type: none"> ▪ You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.
Looking for opportunities to improve systems, processes and work practices – both within your own areas of responsibility and the organisation as a whole.	<ul style="list-style-type: none"> ▪ You suggest new ideas and make refinements to systems, processes, and work practices within your own role, and make suggestions for improvement to the organization as a whole.

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

PERSON SPECIFICATION

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge/experience, qualifications, or equivalent level of learning through experience or key skills, attributes, or job specific competencies.

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> NCEA Level 3 passes or equivalent in English and Mathematics. NZ Drivers Licence 	
Knowledge, Skills and Experience	<ul style="list-style-type: none"> Previous work experience in a customer service/office administration or accounts administration role. High level of attention to detail. Strong data entry skills, particularly numeric. Experience with debtors (accounts receivable) and creditor account processing (accounts payable). A good level of competence in Microsoft Office programmes including Word and Excel. Exceptional telephone/customer service skills. A high standard of oral and written communication. Speed- typing. 	<ul style="list-style-type: none"> Previous cash handling experience. Accounts payable experience would be advantageous.
Personal Qualities	<ul style="list-style-type: none"> Dependable, honest and ethical. A good level of personal judgment and initiative. Is calm under pressure. Acts with discretion at all times. Adaptable and flexible – open to change (positive or negative). Independent – able to prioritise work effectively – developing one's own ways of doing things; guiding oneself with little or no supervision, and depending on oneself to get work done. Cooperative - job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. Focused on going the extra mile to help meet customer requirements. Proactive in looking for ways in which to improve service delivery and in sharing ideas. 	

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance review.

Acknowledged/Accepted:

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Employee

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Date

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Manager

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Date