

POSITION DESCRIPTION

Job Title: Administrator - Retail Services

Location: DNFC Northland

Permanent Position

Reports to: Contract Operations Manager

ROLE OBJECTIVE

The Retail Services Administrator plays a key role in supporting both the production team, commercial development manager and the dispatch function at DNFC Northland.

This position ensures orders are processed accurately, confirmation of orders communicated to all concerned and that dispatch runs smoothly. Support will also be required for bottling/production tasks during busy periods.

The role requires strong administrative and communication skills, intermediate computer skills, an attention to detail, and the ability to work across both office and factory environments.

KEY RESPONSIBILITY:

Sales & Administrative Support

- Enter sales orders and ensure all required information is complete.
- Assist with basic customer enquiries and sample dispatches.
- Provide admin support to the sales and production teams as needed.
- Maintain accurate internal records and update systems consistently.

Dispatch & Logistics

- Prepare and manage daily dispatch orders.
- Coordinate freight bookings, pick-ups and deliveries.
- Ensure packing lists, labels, and dispatch documentation are completed accurately and on time.
- Track freight movements and follow up with carriers where needed.
- Communicate order status and any delays to internal teams.

Production & Bottling Support

- Support general production tasks during peak periods or staff shortages.
- Work with the production team to ensure stock accuracy and efficient workflow.

General Operations Support

- Support communication between production, sales, and dispatch to keep information aligned.

- Contribute to a safe and organised work environment.
- Assist with inventory checks and reporting when required.

PERSONAL ATTRIBUTES

- Strong communication and coordination abilities.
- High attention to detail with accurate data entry skills.
- Comfortable working in a mixed office and factory environment.
- Able to multitask and adapt to changing priorities.
- Proactive, reliable, and team-focused.

SIGNED IN AGREEMENT

By signing this document I have read, and agree to the requirements of the role as outlined in the position description above. I understand that this position description may be reviewed as required and changes any changes considered appropriate, will be done in consultation.

_____ Date:

Signed in agreement by the employee

_____ Date:

Signed on behalf of Seeka Limited