



POSITION DESCRIPTION

Position title:	Domestic Grain Logistics Coordinator	
Incumbent:		<i>Signature:</i>
Reports to:	Manager of Domestic Grain Administration	
Location:	Head Office, Sydney	
Approved by:	Managing Director	<i>Signature:</i>
Date:	Reviewed Jan 2025	

Please forward Resume to Sue Barakat - barakat@arrowcom.com.au

1. Purpose of Role

The Domestic Grain Logistics Coordinator is required to:

- a) Co-ordinate delivery or receipt of grain to meet sale and purchase obligations in an accurate and timely manner.
- b) Forward plan grain movements to meet sale and purchase obligations.
- c) Co-ordinate customer communications regarding all grain movements and ensure administrative and legal documentation is accurate and timely.

2. Principal Accountabilities

- a) Plan and implement grain flow to meet purchase and sale requirements.
 - o Work closely with domestic customers regarding demand to ensure orders are executed on time and within contract terms.
 - o Ensure all relevant documentation is created, received, qualified and passed to correct channels internally or externally
- b) Interface with domestic logistics providers covering.
 - o Negotiate transport rates within terms provided from the trading manager / trader.
 - o Resolve problems concerning transport and receipt issues .
 - o Ensure transport provider compliance with company / regulatory policies and procedures for safe product movement under Chain of Responsibility (CoR).
- c) Interface with domestic grain storage providers and grain growers concerning grain availability and quality compliance.
- d) Interface with port and domestic packer providers covering:
 - o Grain receipts
 - o Grain segregation and blending targets with the Trading Manager / Traders.
 - o Inventory management is in line with expectations of the Trader.



- e) Coordinate Site Assembly Plans;
 - o Work with trader, site and shipping team to formulate bulk vessel & container packing site assembly plans ensuring road and rail capacity is used in the most cost effective manner and deliveries meet shipping requirements.
- f) Customer management:
 - o Manage and continually develop to optimise relationships with rail, road, storage providers & domestic customers.
- g) Contract administration including
 - o Maintenance of all grain transactions within the GrainSmart system, including:
 - o Processing supplier invoices and creating customer invoices.
 - o Raising and resolution of claims
 - o Assisting accounts payable
 - o Month end reconciliation
- h) Raise and record noncompliance issues in line with company policy
- i) Compliance with all Arrow Commodities internal policies.
- j) Other duties as directed by Manager of Domestic Grain Administration

3. Key Performance Indicators

Accountabilities or Key Result Areas (KRA) (The main activities as agreed by the incumbent and Company)	Major Objectives & Key Performance Indicators (KPI) (The expected outcomes for each accountability and the indicators used to measure performance)
Grain Scheduling and Logistics Optimisation	<ol style="list-style-type: none"> 1. Minimum weekly review of GrainSmart, Container List resources and domestic consumers and packers to ensure up to date knowledge for your domestic portfolio. 2. Ensure that blend ratios and targets are understood and being meet by grain packers. 3. Promptly highlight issues where sales could be delayed or quality impacted as a function of, shipping scheduling, packer capacity & grain quality, supply or access 4. Graincorp and other storage facilities are ordered in line with their obligations. 5. Logistics providers are ordered on in line with their obligations. 6. Inventory plans and contract draw downs are understood with the trading manager / traders. 7. These activities are managed while maximising the returns for the company.
Contract Administration	<ol style="list-style-type: none"> 1. Creation and maintenance of all grain transactions within the GrainSmart system. 2. Month end reconciliations are accurate and any issues highlight promptly.

<p>Relationship Management</p>	<ol style="list-style-type: none"> 1. Establish positive working relationships with customers, external service providers and team members to deal effectively with requests and concerns. 2. Actively contribute to Logistics and Sales Meetings to raise optimise logistics, raise issues and support other team members. 3. Attend and complete training and inductions as required. 4. Subject to season and business activity to be prepared to work in different areas of the business as directed.
<p>Quality Management & Compliance</p>	<ol style="list-style-type: none"> 1. Ensure all issues are logged in the Non-Conforming Products, Services & Customer Complaints data base. 2. Where you are responsible for an action item arising from a non conformance – that it is completed and closed out as per agreed timelines. 3. Ensure that “repeat” action items have their root cause determined. 4. Have read and understood Arrow’s Chain of Responsibility (COR) obligations and your role within them. 5. Have read and understood the Arrow’s Quality systems obligations and your role within them.

4 Key Relationships

INTERNAL	EXTERNAL
<p>Domestic Accumulation Manager Trading Manager Traders Shipping Manager Contract Administration Finance team</p>	<p>Domestic Customers Grain suppliers Domestic Logistics providers Packing facilities</p>

5 Selection Criteria - Critical Competencies Required of Position Holder

Essential:

1. Demonstrated Interpersonal skills including customer relationship management skills
2. Clear written and verbal communication skills
3. Strong time management and problem solving skills
4. Strong computer literacy skills in word and excel
5. Fast and accurate data entry skills
6. Ability to hold yourself accountable



Desirable:

1. Demonstrated experience working in grain handling, domestic logistics and or export / import environment.
2. Knowledge of the Australian and/or international grain industry or other agricultural industries.
3. Recognised further training in logistics, grain industry ie. Grain Trade Australia etc.