



POSITION DESCRIPTION FORM

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

Please forward your resume to Sue Barakat – barakat@arrowcom.com.au

1. Purpose of Role

- a) Provide administrative support to the grains contract process from contract entry to settlement for a range of contracts.
- b) Provide administrative support to the month end process.

2. Principal Accountabilities

- a) Provide administrative support to the grain contracts and month end process.
- a) Enter and maintain all grain contracts/transactions within the GrainSmart system.
- b) Answer and proactively respond to grower queries (phone and email) relating to grain receival tickets and settlements.
- c) Administer GrainCorp Stock Swaps in GrainSmart
- d) Settle grain tickets from transactions in Clear Grain Exchange
- e) Answer and respond to Grain Broker enquiries – Contract Balances etc
- f) Settle RCTI's
- g) Settle Domestic Grain Contract Invoices
- h) Create customer invoices
- i) Raise and record noncompliance issues in line with company policy
- j) Comply with all Arrow Commodities internal policies.
- k) Other duties as directed



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 Contract Administration	<ol style="list-style-type: none"> 1. Grain contracts entered accurately and promptly 2. Inquiries from growers and other parties and responded to and managed accurately and in a timely manner 3. Raise contract errors/issues with relevant Trader or Logistics Co-ordinator or raise with Domestic Accumulation Manager
Relationship Management	<ol style="list-style-type: none"> 1. Establish and maintain positive working relationships with customers, external service providers and team members. 2. Complete required training and inductions. 3. Subject to season and business activity to be prepared to work in different areas of the business as directed.
Adherence to Company Policies	<ol style="list-style-type: none"> 1. Have read, understood and comply with Arrow company policies.
Learning and Development	<ol style="list-style-type: none"> 1. Participate in training and development as required and to build your skills and capability.

4 Key Relationships

INTERNAL	EXTERNAL
Managing Director Traders Logistics Coordinators Narrabri storage team Shipping Administration Finance team	External service providers Farmers/Grain suppliers Domestic Customers Domestic Logistics Providers



5 Selection Criteria - Critical Competencies Required of Position Holder

Essential:

1. Demonstrated interpersonal skills including strong 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 grain contract/accounting system such as Grainsmart.