



NEW ZEALAND
RED CROSS
RIPEKA WHEREO AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: **First Aid Products Coordinator**
Group: **Engagement and Enterprise**
Location: **Christchurch**
Reports to: **Team Leader Products**
Position status: **Full-time**
Version date: 23 August 2022

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Engagement and Enterprise

The Engagement and Enterprise Group has four core functions. The Communications, Marketing and Engagement directorate supports and enables organisational communications (both internal and external) as well as raising public awareness. The Philanthropy directorate supports and enables organisational fundraising efforts across a portfolio of different fundraising products and activities. The First Aid directorate is responsible for the creation of revenue through the delivery of first aid training and the sale of first aid related products. The Retail directorate is responsible for the creation of revenue through the sale of donated products through about 50 Red Cross shops across the country.

POSITION PURPOSE

The Products Coordinator is responsible for providing comprehensive support to customers and is responsible for timely processing of products orders. This key role supports our ecommerce platform, provides technical product support with our AED (automated external defibrillator) helpdesk, assignment of leads to the sales team, and supports inventory control and dispatch of goods as required to ensure excellent customer service and achieve service delivery goals (KPIs).

This role requires effective liaison and relationship management between First Aid and sales team members, and with both internal and external stakeholders. The position provides critical AED support outside of usual working hours when required.

KEY RESPONSIBILITIES

Product sales & management:

- Respond to all enquiries, including calls, emails, web queries and face to face as required, in a timely and professional manner
- Identify leads and assign to sales team members
- Actively follow up on web quotes to maximise engagement of customers and ensure customer satisfaction
- Maintain the product catalogue on the ecommerce platform including product datasheets, metadata and product related
- Provide Ecommerce platform customer support including B2B customer logons

Inventory management and dispatch:

- Assist the Team Leader Products to maintain stock inventory control
- Receipt stock and vendor invoices
- Assist with annual and rolling stocktakes
- Reorder stock from New Zealand suppliers to maintain inventory levels in the inventory control platform
- Communicate with Store person regarding consignments, pending shipments
- Monitor shipments and provide tracking for customers

Inventory processing

- Process all quotes and orders through Inventory and accounting platform in a timely manner (set KPIs)
- Identify unprocessed orders in web store and process through the inventory and accounting platform batches as required
- Resolve any queries from the Finance Team

Internal first aid resources

- Dispatch internal resource orders in an effective and efficient manner

AED Management programme

- Provide technical support at our AED help desk, this includes client support for AEDs that have failed daily self-test and the extraction of Rescue data. This may require taking phone enquiry outside working hours from clients from time-to-time. Any tasks undertaken outside working hours are to be recorded and the time will be managed via the NZRC Hours of Work Policy.
- Process and support dispatch of replacement AED pads and batteries
- Assign and monitor expired AED pads and batteries assigned to Customer Care for follow-up
- Register new AEDs sold by Red Cross and 3rd parties
- Register Community AED stations with 111
- Maintain life critical AED location information for AED finder and 111 data feed
- Forecast and order future AED pad and battery requirements

AED Rental programme

- Programme management of the AED rental program
- Maintain RescueReady status of AEDs ensuring Pads and Batteries are supplied as required
- Manage AED's due for return
- Manage Invoicing as required for short and long-term rentals

Continuous Improvement

- Continuously monitor all systems and processes used in the 'order to dispatch' process and the Warehouse and look to recommend to management any possible systems streamlining and/or improvements that could be made to keep the operation cutting-edge and efficient

Reporting

- Reporting on the above Key Responsibility Areas to the Team Leader Products and First Aid sales and management teams as required

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

Products Team
First Aid Sales Team
First Aid Management Team
First Aid Customer Engagement and training teams
NZ Red Cross Staff

External

Customers – for sales and customer service
Suppliers
Distributors/resellers

STAFF

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Understanding the function and features of automated external defibrillators

Qualifications and/or experience

- 5 years relevant experience in a customer service sales role with product management and/or Degree in Business Administration/Management.
- Experience in and understanding ecommerce and the related business processes.

Skills and other attributes

- Ability to communicate clearly and resolve customer needs
- Attention to detail and drive to get things right
- Ability to lead a small team of staff/direct report(s)
- Be able to work flexible hours when needed
- Must be skilled in the use of online database and technology systems. The role includes the use of our ecommerce store, CRM database and ERP (Sage 300)
- Must be able to lift and move stock up to 25kgs
- Good written and verbal communication skills
- Empathy with humanitarianism and social enterprise
- Be enthusiastic and have the commitment to work as a team member of Red Cross.
- A commitment to the Fundamental Principles of the International Red Cross Movement is imperative.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

Financial: Tier Nil

Employment: Tier Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.