



JOB SPECIFICATION

POSITION DESCRIPTION

Position: **WEIGHBRIDGE OPERATOR**

Responsible to: Despatch Manager

Purpose: To be responsible for the operation of the weighbridge facility at AB Lime Limited and to provide general administrative assistance as required.

<i>Key Tasks</i>	<i>Performance Standards</i>
1. To be responsible for the weighbridge operations.	- Process all inwards and outwards vehicles over the weighbridge in a timely and accurate manner.
2. To be responsible for housekeeping.	- Ensure the weighbridge office and entrance area is kept clean and tidy at all times.
3. To be responsible for administrative functions.	- Answer all incoming telephone calls in a pleasant and helpful manner to ensure a good impression of AB Lime Limited is conveyed to all callers. - Take accurate phone messages for unavailable staff and answer basic queries clearly. - Complete all daily schedules and reporting processes to enable accurate monthly balancing of all transactions. - Assist in the development and administration of site operational procedures.
4. To ensure weighbridge stock is always at the required level.	- Restock weighbridge weekly to ensure necessary resources are readily available. - Communicate effectively with other Weighbridge Operators to ensure all staff are kept aware of new issues and their expectations.
5. Team responsibilities.	- Effectively communicate with the Despatch Manager as required. - Act as an effective team member, including communicating effectively with entire team. - Help to create a fun, supportive environment to work in.

	<ul style="list-style-type: none"> - Contribute to the team, letting others know information that may be useful or important. - Help and support others in the team if needed. - Have a good attitude to learning new things and using this knowledge. - Work productively as part of the team.
<p>5. Adhere to all health and safety policies and procedures.</p>	<ul style="list-style-type: none"> - Understand and meet obligations as required of the Health and Safety in Employment legislation. - Read, understand and adhere to all health and safety policies and procedures contained in the AB Lime Limited Health and Safety Management Plan. - Ensure all hazards are identified and reported so that they can be recorded on the Hazard Register and workplace map. Ensure all hazard controls are maintained and adhered to. - Ensure all incidents, near misses, accidents, injuries and serious harm incidents are reported and recorded appropriately following the policies and procedures outlined in the AB Lime Limited Health and Safety Management Plan. - Ensure all emergency procedures are understood and adhered to. - Report any concerns with training or induction of new employees in your department to the Despatch Manager. - Understand and adhere to the "Visitors to the Workplace" policies and procedures contained in the AB Lime Limited Health and Safety Management Plan. - Understand and adhere to the Bullying and Harassment policies and procedures contained in the AB Lime Limited Health and Safety Management Plan. - Understand and adhere to the Drug and Alcohol policies and procedures contained in the AB Lime Limited Health and Safety Management Plan. - Ensure the use of all appropriate personal protective equipment to carry out duties safely and effectively on a daily basis. - Administer company safety systems, and undertake the role of safety representative and other functions as required.
<p>6. To complete any other assignments, projects or responsibilities delegated or assigned by the Despatch Manager.</p>	<ul style="list-style-type: none"> - Ensure all other tasks, projects, assignments or responsibilities delegated or assigned by the Despatch Manager are completed accurately, professionally and in a timely manner.

PERSON SPECIFICATION

1. CORE COMPETENCIES

<i>Competency</i>	<i>Definition</i>
Work Standards	<ul style="list-style-type: none">- Sets high goals, standards and expectations of quality control and work performance.- Has high attention to detail and ensures that standards, regulations and rules are always met- A systematic and highly organised approach with the ability to adapt to the varying demands of the job
Communication	<ul style="list-style-type: none">- Expresses ideas effectively in a variety of individual and group situations including expressing ideas clearly in documents, and adjusting language and terminology to the needs of the audience.
Trouble Shooting / Problem Solving Skills	<ul style="list-style-type: none">- Securing relevant information and identifying key issues and relationships from a base of information. Basing actions on logical assumptions and factual information that take into consideration resources and constraints.
Technical Knowledge	<ul style="list-style-type: none">- Having achieved a satisfactory level of technical skills/knowledge in job related areas, keeping abreast of current developments and trends in area of expertise.
Planning & Organising / Work Management	<ul style="list-style-type: none">- Establishing a course of action for self and/or others to accomplish a specific goal, planning proper assignments or personnel and appropriate allocation of resources.
Client Service Orientation	<ul style="list-style-type: none">- Proactively developing client relationships by making efforts to listen to and understand clients (both internal and external), anticipating and providing solutions to client needs, giving high priority to client satisfaction.

2. QUALIFICATIONS

- At least NCEA Level 2 is preferred.

3. KNOWLEDGE, SKILLS & EXPERIENCE

- Previous experience with customer service.
- Friendly, approachable attitude.
- Excellent written and oral communication skills.
- Attention to detail.
- The ability to work independently.

Agreed by:

_____ (Job holder's signature)

_____ (General Manager's signature)

_____ Date