



Schedule Two – Position Description

Planner Position Description

Position Title: Planner	Reports to: TBC
Department: Operations	Location: TBC
Number of Direct Reports: NIL	Date: September 2023

Company Profile
<p>Our way is to Find a Way</p> <p>Booth's is a nationwide logistics company differentiated by our innate way of identifying people's needs and delivering on them.</p> <p>Maybe it's our experience, maybe it's our upbringing. We like to think that finding a way is just a natural part of who we are. If customers have challenging requests, we'll throw everything at it. When we just think that the team might need it, we'll throw on the barbie.</p> <p>It's this sixth sense that's our not-so-secret secret to how we roll.</p> <p>Our 'can do will do' attitude is as much for our people, as it is for our customers. This natural way of being that's in our DNA feeds a culture of thinking outside the box, empowering each other to make decisions and following through on what we say we're going to do.</p> <p>This ability to see a need and deliver on it offers growth and opportunity for our people. If we can help every person feel valued by listening to their needs and finding a way, then we can help everyone reach their somewhere by being their somehow.</p>
Purpose
To provide the necessary support to the Branch/Operations Manager in managing the work involved to track all deliveries and collections under your care.
Key Responsibilities and Duties
<p>1. Planning / Dispatch</p> <ul style="list-style-type: none"> • Ensure all paperwork associated with product deliveries is ready for drivers. • Ensuring that all Booth's Logistics' customer experiences are of the highest standard • Ensure all work/jobs are captured in iCOS or other TMS systems as required • Find loads to fill empty routes • Work with the salespeople, when required, to fill gaps and assist in growing the business • Any other planning/dispatch duties as required by the Employer <p>2. Communication</p> <ul style="list-style-type: none"> • Manage a large volume of emails and be proactive around resolving any issues and responding in a full and positive manner • Assist drivers with enquires in a timely manner • Allocate work to fleet, contractors or other parties as and when required

Schedule Two – Position Description

<ul style="list-style-type: none"> • Provide customers with accurate information when requested and in a timely manner • Consult with daily operations team regarding driver rosters and fleet availability <p>3. Organisation</p> <ul style="list-style-type: none"> • Ensure all activity in and out of the depots performs to expectations • Develop and manage an optimised and transparent forward plan • Scheduling of fleet servicing into plan, in cooperation with the Fleet Manager • Ensure an accurate and completed handover of information is provided for team members prior to end of work day <p>4. Leadership</p> <ul style="list-style-type: none"> • Managing driver behaviour to ensure driver productivity and safety
<p>General Responsibilities</p> <p>All Booth's Transport employees are expected to take responsibility for:</p> <p>Health and Safety</p> <ul style="list-style-type: none"> • Comply with and promote the Company's Health, Safety and compliance requirements • Ensure that no action or inaction on our part while at work harms any other employee, customer, or member of the public. • To follow the safe working practices set out in the Booth's Health and Safety Manual (or its revised equivalent) and relevant policies. <p>Compliance</p> <ul style="list-style-type: none"> • Comply with all relevant legislation by utilising tools and equipment in place appropriately to support compliant behaviours • Understand the chain of responsibility and your role within that chain, ensuring that your behaviours are of a standard that does not influence or breach the rules or laws <p>Teamwork</p> <ul style="list-style-type: none"> • Be a constructive team member by promoting and actively participating in meetings and providing effective advice, support and encouragement to staff. • Share information, ideas and resources with others • Behave in a way that supports Booth's Transport brand and values. <p>Leadership</p> <ul style="list-style-type: none"> • Training and helping team members develop their skills • Positively influence others to perform their jobs to the best of their ability <p>Customer Service</p> <ul style="list-style-type: none"> • Help promote and maintain a positive company image • Consistently providing high quality service to customers and suppliers • Deal efficiently and effectively with queries and correspondence from both internal and external customers/suppliers • Manage customer complaints in a professional manner and escalate when deemed necessary to the General Manager
<p>Key Relationships</p> <p>Internal</p> <ul style="list-style-type: none"> • CEO, CFO, People and Capability Manager, Branch Manager, Safety and Wellbeing Manager, Transport Manager • All internal Senior Leadership Team (SLT), Managers, Supervisors, Team Leaders, Drivers, Other team <p>External</p> <ul style="list-style-type: none"> • <i>Suppliers</i>



Schedule Two – Position Description

<i>Customers</i>
Qualifications/Experience
Qualifications <ul style="list-style-type: none">• Relevant tertiary qualification or equivalent relevant experience. Ideally will have qualification and/or experience in supply chain and or dispatching
Experience <ul style="list-style-type: none">• <i>2 – 3 years in a similar position</i>