



## Position Description

<b>Position Title:</b>	<b>Supply Planner (Heritage Market)</b>	
<b>Reports to:</b>	Supply Chain Manager	
<b>Direct Reports:</b>	N/A	
<b>Full/Part time:</b>	Permanent, Full Time	
<b>Location:</b>	Abodo Wood Head Office, 62 Ascot Road, Mangere, Auckland	
<b>Key Relationships:</b>	Internal: <ul style="list-style-type: none"><li>▪ Heritage Sales Team</li><li>▪ Customer Service</li><li>▪ Logistics Team</li><li>▪ Supply Chain Team</li><li>▪ Finance (as required for pricing and cost support)</li></ul>	External: <ul style="list-style-type: none"><li>▪ Suppliers</li><li>▪ Freight forwarders and shipping partners</li></ul>

### Main Purpose (Summary)

The Supply Planner (Heritage Market) is responsible for ensuring reliable product availability and responsive supply support for the Heritage sales team and their customers.

This role acts as the key link between Sales, Suppliers, and Logistics, managing day-to-day supply execution, resolving availability issues, and ensuring customer orders are supported with accurate information and timely action. The role combines operational supply planning, supplier coordination, and strong customer service focus to deliver high service levels and fast response times.

### What you will do (Key accountabilities and tasks)

#### Sales and Customer Support

- Act as the primary supply contact for the Heritage Sales team
- Provide responses to sales availability and supply queries within a 4-hour turnaround time
- Support urgent customer and sales enquiries relating to product availability, shipment timing, and order status
- Attend and contribute to fortnightly Heritage Supply meetings with Sales
- Proactively communicate potential supply risks, delays, or constraints to Sales and Customer Service teams
- Support resolution of supply issues including shortages, delays, or substitutions,

#### Supply Planning & Order Execution

- Raise and manage supplier purchase orders for Heritage market products
- Manage back-to-back supply execution, including:
  - Matching sales orders to supplier purchase orders
  - Monitoring order confirmations and lead times
  - Following up outstanding supplier responses
- Track supplier orders and provide regular status updates to internal stakeholders
- Identify and coordinate alternative supply options when required delivery dates are at risk
- Allocate product to customer orders and shipments based on demand, allocation guidelines, and supply priorities



## Container Planning

- Support container planning and optimise container builds to maximise utilisation
- Provide shipping updates, target vessel information, and maintain accurate system records
- Work closely with Logistics to ensure accurate and timely execution of shipments

## Supplier & Commercial Coordination

- Maintain regular communication with suppliers regarding availability, lead times, and outstanding orders
- Proactively chase suppliers to ensure commitments are met
- Support pricing and cost reviews by gathering supplier information and validating supply conditions
- Assist with commercial lead-time requests, product specifications, and compliance coordination (in consultation with Sales as required)
- Participate in supplier visits and support ongoing supplier relationship management

## Reporting & Continuous Improvement

- Generate and maintain reporting on:
  - Stock availability
  - Customer order status
  - Customer supply plans
  - Internal service and supply KPIs
- Identify supply risks and improvement opportunities in processes, lead times, and communication flows.

## What you will bring – (Technical and role related experience)

- Experience in Supply Planning, Customer Service, Logistics, or Procurement
- Strong coordination and follow-up skills with the ability to manage multiple orders and priorities
- High level of responsiveness and sense of urgency
- Strong communication skills with both internal teams and external suppliers
- Good commercial awareness and confidence working alongside a sales team
- Analytical mindset with ability to interpret supply, stock, and order data
- Experience with ERP or supply chain systems

## Key Competencies

- Customer Focus – Understands the impact of supply on customer outcomes and acts with urgency
- Collaboration – Works closely and constructively with Sales and cross-functional teams
- Ownership – Takes responsibility for supply issues and follows through to resolution
- Attention to Detail – Ensures accuracy in orders, allocations, and system data
- Problem Solving – Proactively identifies alternatives when supply constraints arise
- Communication – Clear, timely, and proactive information sharing

## Success Measures

- Responsiveness to Sales queries (target 4-hour turnaround)
- Service levels and product availability for Heritage customers
- Accuracy and timeliness of supplier order management
- Container utilisation performance
- Quality and timeliness of supply communication
- Reduction in supply surprises and last-minute escalations



**What is important to us - (Our Values)**

Our Values are about why and how we do things and how they form the foundation of our culture.

**Take Pride**

We don't take chances. We will ensure we are a reliable supplier of carefully crafted products and services

**Solve Problems**

We provide solutions to our customers' problems and our own internal problems with a spirit of innovation.

**Propel Change**

Our impact is to make a difference. We go beyond sustainability in the way we work. We leave things better than where we found them

**Champion People**

Our solid bond helps to create a Better Tomorrow for everyone. Be there for your team, show up and own your role. Be bold, share your voice.

The duties contained in this Position Description may be modified and updated by the Employer from time-to-time following agreement with the Employee. This above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills to be performed by the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

PD Created:		PD Last updated:	
Manager: (Signature)		Position Holder: (Signature)	
Updated by:			