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## JOB DESCRIPTION – DISTRIBUTION COORDINATOR

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**Job Title:** Distribution Coordinator

**Department:** Supply Chain and Logistics

**Reports To:** Distribution Manager

### Job Overview

The Distribution Coordinator at Trendie plays a pivotal role in ensuring the efficient, timely, and cost-effective movement of products from our warehouse to retail locations and directly to customers. This position involves coordinating logistics operations, optimising delivery schedules, and maintaining the highest standards in product handling. You will be responsible for managing the end-to-end distribution process, ensuring on-time deliveries, minimising transportation costs, and contributing to the overall efficiency of our supply chain operations.

### Key Responsibilities

- **Product Distribution:** Coordinate and oversee the seamless distribution of products from the warehouse to retail locations and customers, ensuring adherence to delivery schedules and maintaining product integrity throughout the process.
- **Shipment Monitoring:** Monitor, track, and report on shipments, ensuring they arrive on time, complete, and in excellent condition. Proactively address any delays or disruptions.
- **Delivery Scheduling:** Liaise with transportation providers to create and manage effective delivery schedules, balancing cost efficiency with timeliness and customer satisfaction.
- **Customer and Stakeholder Communication:** Serve as the primary point of contact for retail locations and customers regarding delivery statuses. Resolve any issues swiftly and professionally, ensuring high levels of communication and service throughout the distribution process.

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- **Process Improvement:** Conduct regular analysis of distribution processes, identifying inefficiencies or cost-saving opportunities. Propose and implement improvements to streamline operations.
- **Record Keeping:** Maintain detailed and accurate records of shipments, delivery schedules, and transportation costs, ensuring compliance with internal and external reporting standards.
- **Safety and Compliance:** Ensure all distribution activities adhere to relevant safety regulations and company policies, maintaining a focus on health, safety, and environmental standards.

## Qualifications and Experience

- **Education:** Bachelor's degree in Supply Chain Management, Logistics, Business Administration, or a related field is preferred.
- **Experience:** Minimum of 3 years of experience in distribution, logistics, or a similar role within supply chain operations.
- **Organisational Skills:** Exceptional organisational, time management, and prioritisation skills, with the ability to manage multiple tasks and deadlines effectively.
- **Technical Proficiency:** Hands-on experience with logistics management software and tools (e.g., ERP systems, WMS software), with the ability to quickly learn new systems as required.
- **Communication Skills:** Strong written and verbal communication skills, with a proven ability to resolve problems collaboratively and professionally.



## Skills and Competencies

- **Multitasking and Time Management:** Demonstrated ability to manage and coordinate multiple shipments and delivery schedules simultaneously, ensuring deadlines are met.
- **Attention to Detail:** High level of accuracy in tracking shipments, maintaining records, and reporting logistics data.
- **Interpersonal Skills:** Strong ability to collaborate effectively with internal teams, transportation providers, and customers, fostering positive working relationships.
- **Technical Skills:** Proficient in the use of Microsoft Office Suite (particularly Excel), and logistics management software for scheduling, tracking, and reporting.
- **Adaptability:** Thrives in a fast-paced, dynamic environment, capable of adapting to changing priorities while maintaining focus on core objectives.

## Working Conditions

This is a full-time role, predominantly based in the office but may require occasional travel to warehouse facilities, retail locations, or transportation hubs. The position involves managing tight delivery schedules and ensuring seamless logistics operations, demanding meticulous attention to detail and the ability to work under pressure.

## Key Performance Indicators (KPIs)

- **On-Time Delivery Rate:** Achieve and maintain high on-time delivery performance, minimising delays and errors in shipments.
- **Operational Efficiency:** Continuously improve distribution processes to reduce bottlenecks, improve transit times, and streamline operations.
- **Customer Satisfaction:** Ensure high levels of satisfaction among retail partners and customers through effective communication and problem resolution.
- **Safety Compliance:** Maintain adherence to safety regulations and company policies, with no incidents of non-compliance.
- **Cost Management:** Monitor and optimise transportation costs, achieving cost savings while maintaining service quality.



# Trendie

## **Company Values and Culture**

At Trendie, we value efficiency, innovation, and customer-centricity. As a Distribution Coordinator, you will play a key role in supporting these values by ensuring the timely and accurate delivery of products, contributing to an exceptional customer experience. You are expected to work collaboratively, be proactive in identifying and solving problems, and continuously seek ways to improve our distribution processes.

## **Career Path and Development**

The Distribution Coordinator role offers clear pathways for career progression within the Supply Chain and Logistics department. Opportunities for advancement include positions such as Senior Distribution Coordinator, Distribution Manager, and Logistics Manager, with further specialisation available in areas such as transportation management, supply chain optimisation, and operations leadership.

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