



NORBAR TORQUE TOOLS LTD

JOB DESCRIPTION

JOB TITLE: DESPATCH ASSISTANT
RESPONSIBLE TO: CUSTOMER OPERATIONS MANAGER
REPORTS TO: DESPATCH CELL LEADER

PURPOSE OF THE JOB:

To assist with the despatch of finished products and other items, using company procedures and correct documentation.

KEY TASKS:

1. Receive completed and semi-completed orders from production area for packing, labelling and despatch.
2. To identify quality issues and react accordingly.
3. Cross reference received items against works orders, repair cards and despatch lists before packing and despatch.
4. Draw necessary materials from stock, recording details of items taken and noting shortages where appropriate.
5. Package items to recommended practices using a wide variety of hand-held tools, including:
 - Staplers (Battery/Air)
 - Metal tacking tools
 - Tape rollers
 - Strapping machines
 - Instapak foam-packing machine
6. Create despatch notes from printout of customer requirements.
7. Create consignment notes for carrier.
8. To understand the manufacturing process i.e. kanbans, works orders, routings etc.
9. To assist with the training of apprentices, young trainees, customers, agents' representatives and new despatch assistants.
10. Responsible for maintaining data accuracy throughout all aspects of the role, reporting all errors using the correct procedure.
11. Any other tasks as required by the Customer Relations Manager or Despatch Cell Leader.