

JOB TITLE	Dispatch and Returns Controller
COMPANY	UPP
DEPARTMENT	Customer Service & Distribution

PURPOSE OF THIS POSITION

The Dispatch & Returns Controller manages all tasks related to: Dispatching: Picking ticket receiving, order picking, vehicle loading and order invoicing; and Returns: Returned stock & documentation review and returns processing.

JOB TASKS & RESPONSIBILITIES

Inbound

- Ensure that all relevant policies & procedures are being followed.
- Receive all picking tickets from the Customer Orders team and coordinate and allocate all the picking tickets to be actioned.
- Ensure that all returned stock is checked and managed according to the relevant procedure.
- Hand over all the necessary debriefing documentation to the accounts department for processing

Stock Controlling

- Assist in stock planning requirements for sales orders for all sites.
- Ensure that all stock damages are recorded / investigated and reported to the FG Warehouse Manager on daily basis.
- Control daily stock shunting activities to ensure that targets are met.

Outbound

- Ensure that all relevant policies & procedures are being followed.
- Ensure that all customer orders are fulfilled within shortest possible timeline and packed according to the set standard.
- Ensure that all stock been dispatched is clean and damaged free.
- Ensure that all invoicing is done and posted on SAGE.
- Ensure that all the required documentation is completed (CHEP/ Seal numbers/ Vehicle Inspection sheets/ Export).
- Adhere to customer timeslots for goods been delivered.
- Follow up with Transporters who do not arrive on time for loading.
- Verify driver trip sheets against vehicle tracking and report any unreported stops or route deviations.

Communication

- Communicate any stock shortages on customer orders to the Customer Orders team.
- Communicate stock system allocation problems to the Inventory Controller.
- Communicate any sales orders not been delivered or collected to the Customer Orders team.
- Communicate to Shift Supervisor regards to stock requirements from production schedule.
- Communicate any problems regards to truck trailer heights and loading capacities.

Safety and Housekeeping

- Ensure the adherence to the Occupational Health and Safety Management system as per OHSA Act 85 of 1995.
- Report any incidents or near-miss incidents to Warehouse Manager.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED	
– Experience in working with Dispatching. – Knowledge of Sage X3 would be beneficial. – Knowledge of the South African FMCG industry would be beneficial. – Analysing information and using logic to address work related issues and problems. – Must be computer literate. – Good knowledge of environmental requirements. – Computer literacy: Basic MS Office essential and Sage beneficial.	
MINIMUM REQUIREMENTS	APPLICATION
1. 3 to 5 years Dispatch receiving and coordinating work experience required. 2. Qualification in Supply chain / Logistics Management would be beneficial.	- Submit your CV to Shamiek Narrandes at snarrandes@upap.co.za - Proof of qualifications must accompany the application.