System and Operational Support






Purpose

To ensure the smooth day-to-day operation of the Sample Collection programme. The role schedules the allocation of work, monitors field activities and health and safety compliance, coordinates sample logistics, and provides practical technical support. The role acts as a key link between Sampler Collectors, Team Leaders, Drivers and the Lab operation.

Look forward to a brighter future

Education

- NCEA Level 3

Work experience

- 1 year experience in an customer-facing, administrative, operational or technical support role
- Experience working in a fast-paced and dynamic role.

Skills

- Highly organised and adaptable. Responds to pressure with a calm, practical, and solution-focused approach.
- Strong communicator, proactive, practical, solution-focused problem-solving. Strong attention to detail and accuracy.
- Technically confident. Full, clean Class 1 driver's licence

Behavioural competencies

- Demonstrates self-awareness
- Effective collaboration
- Results-focused

Key focus

- Develop and coordinate daily work schedules for Sample Collectors, Team Leaders and internal couriers. Communicate plans clearly, including all relevant health and safety requirements, and proactively manage changes to field requirements to maintain sampling progress.
- Support quality and safe field operations by reviewing and approving sample collection tracks against Zespri specifications, monitor field staff and vehicles, answering questions, and helping resolve phone, app, printer and other field or technical issues. Ensure teams have the equipment and resources they need to perform their work effectively.
- Facilitate the effective flow of information and logistics between the field and the Lab by coordinating the daily workload of internal couriers, coordinating sample deliveries, and maintaining regular communication with Sample Collectors, Team Leaders, the Lab, Zespri, and other relevant stakeholders.
- Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures. Advocate for the safety and wellbeing of those within the work environment.
- Adhere to quality standards and environmental / sustainability principles. Participate constructively in all continuous improvement initiatives.

Disclaimer: The purpose of this document is to provide an insight into the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultations with the job holder in response to the changing needs of the organisation and the nature of our work. Employees may be asked to perform other duties as reasonably required by the employer in accordance with the role environment.