

Position Classification: Operational/Technical/Experienced

Responsible for:

Maintain communication with growers in accordance with direction from the Grower Liaison Officer and Viticulturist

Leadership/Business influence: Service and Support

Reports to: Grower Liaison Officer/Viticulturist

Supervises: N/A

Internal contacts: Growers, Contractors, Viticulturists, Grower Liaison Officers.

External contacts: N/A

Main Functions and Activities

Grower Liaison

- Maintain contact with grower base and deliver and receive accurate communications
- Refer/report grower issues and concerns to the Grower Liaison Officer
- Undertake fruit sampling as directed and record results

Measures - Grape intake conducted in accordance with DBW quality parameters. Samples taken, accurately recorded and passed on to weigh bridge/GLOs.

Customer Service

- Respond to enquiries from growers/contractors as required.
- Refer enquiries to Weighbridge Supervisor/Viticulturist/Grower Liaison Officer as required.
- Maintain communication with key vintage staff i.e. weighbridge operators, grape intake coordinator
- Communicate/update current shift status at completion of shift.
- Resolve customer complaints or refer onwards to Grower Liaison.

Measures - Maintain internal/external relationships. Answer/resolve grower/contractor enquiries/complaints where needed in a cooperative and timely manner.

General Duties

- Ensure all relevant grower documentation and other correspondence is appropriately filed.
- Ensure compliance with all intake policies and procedures (by all parties).

Measures - All documentation is filed. Policies and procedures are adhered to.

WH&S

- Comply with all WH&S policies and procedures.
- Wear and appropriately maintain Personal Protective Equipment as specified.
- Report all accidents, near misses and unsafe work practices/hazards to your supervisor.
- Work in a manner which is conducive to WH&S.

Measures - Compliance with company policies and procedures, Incidents reported in accordance with company procedure.

Essential Capabilities and Experience

- Completion of relevant Cellar Induction Training and Assessment
- Ability to work hours under shift arrangements (Up to 12hs/day, 5-6 days/week & night shift as required)
- Ability to communicate and work within a team environment
- Willingness to learn key vintage functions and operations
- Accuracy and attention to detail and Numeracy skills