



POSITION DESCRIPTION

Position Title:	Senior Customer Supply Chain Associate
Cluster / Business Unit / Division	Nuclear Precinct/Nuclear Medicine
Section or Unit:	Health
Classification:	Band 5
Position Description Number:	PD-1486
Work Contract Type:	Administration
STEMM/NON-STEMM:	

POSITION PURPOSE

The primary objective of the Senior Customer Supply Chain Associate is to provide ongoing coordination of activities and setting standards of service for the customers of Health and the Nuclear Medicine group. The customer needs will be determined and met by the utilisation of the Senior Customer Supply Chain Associates expertise in systems and reporting. This role will work closely and cross functionally with the Customer Service and Sales and Marketing department to focus on enhancing the customer experience.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

The Nuclear Precinct includes a number of plant facilities including OPAL Reactor, Waste Operations, Minerals & Radiation Services and Nuclear Medicine with Health Products and ANSTO Nuclear Medicine (ANM).

Nuclear Medicine is engaged in the manufacture and sales of radiopharmaceutical and radiochemical products. Manufacturing is strictly controlled, where processes must meet certain standards based upon the requirements in the current Guide to Good Manufacturing Practice (GMP). Quality Assurance (QA) is essential and, due the time sensitive nature of the products, just-in-time principles are applied. Health is a business unit within engaged in the manufacture and sales of radiopharmaceutical and radiochemical products. The manufacturing environment is based upon just-in-time principles, where all processes are extremely time-critical.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

The key accountabilities for this position include:

- Provide assistance with the management of internal processes and maintain compliance including the review and implementation of SOPs to ensure service delivery outcomes are met in accordance with Customer contractual obligations, timelines and contractor commitments.
- Take responsibility for abnormal demands.
- Undertaking Customer Service activities and general office management. Ensuring continuous coverage of customer service department, participating in determining the triage of customer enquiries and ensure the team are kept informed of customer needs as they arise.

- Participate in continuous improvement by interacting regularly with stakeholders with role modelling excellence in customer service at all times and to seek out opportunities for process improvements for better business practices and delivery of customer service.
- Adhere to the approval process for all marketing materials within ANSTO Health, ensuring they meet regulatory requirements. This incorporates the annual review of materials and the destruction of superseded materials.
- Provide information as required to finance staff to enable establishment of costed goods, bills of materials and plans.
- Initiate and/or implement corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained.
- Provide accurate and detailed reporting of customer and product sales.
- Undertake additional duties as required and during periods of leave of other staff.
- Share knowledge and processes across Nuclear Medicine.

Supporting the Sales and Marketing Manager in the following:

- Providing support with customer relationship activities and processes including account management activities. This focuses on the provision of ongoing professional communication around market dynamics, tenders, quotes, business expectations and forecasts as required.
- Development of new pricing strategies and maintaining existing pricing. This is achieved by utilising extensive sales knowledge and experience with an understanding of pricing structures, market intelligence rates and revenue.
- Collation, drafting and submission of tender responses and quotations.
- Participate in the development of a marketing strategy; undertake compliance of the marketing plan and participate in the identification of growth opportunities.
- Provide input to the demand plan and provide accurate sales forecasts of ANSTO Health products and the unconstrained demand. This is achieved through knowledge of customers, the market, local and international events that may affect global product demand and supply.
- Management of ANSTO Health Sponsorship, including managing requests, coordinating conference sponsorship, attendance, exhibits, gathering and packing collateral and coordinating group or VIP visits, lectures and educational tours.
- Provide support with the implementation and supervision the integration of new products into existing workflows ensuring a smooth handover from other business units.

Decision Making

- The position works within a framework of policies and professional guidelines. Within this framework the position has some independence in determining the objectives of the unit, including deciding on methods and approaches, operations and project planning.
- The position determines key work priorities and issues that may have an impact to the customer, the position is required at times to make effective judgements under pressure and time constraints.
- The position requires the exercise of personal judgement, problem solving and people skills to address non-routine matters and scheduling conflicts.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

- This is a diverse role with many conflicting priorities across the business.
- Establishing clear and collaborative channels of communication. This role extends beyond ANSTO Health products and will be a linchpin for a number of business units within the Nuclear Precinct.

- Ensuring accurate and organised documentation which involves managing process documentation across numerous stakeholders with varying objectives.
- Improving the customer service experience, response times and efficiencies.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and direction • Provide expert, authoritative and evidence based advice • Provide detailed Sales reports and trending • Recommend and gain endorsement for plans and goals and other initiatives
Divisional team members: Nuclear Precinct	<ul style="list-style-type: none"> • Provide advice and analysis on a full range of matters • Contribute to group decision making processes, planning and goals • Be the first point of contact for resolution of conflicts and abnormal demand • Collaborate and share accountability
Customer Service Team	<ul style="list-style-type: none"> • Provide leadership, guidance and support • Support the team with sound technical knowledge and an appreciation of the production processes and logistics • Engage to monitor trends, performance and progress set against KPI's
External	
Customers	<ul style="list-style-type: none"> • First point of contact for all customers • Provide technical product knowledge • Triaging of customer requests and issues.

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Customer Service Manager
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time Required to attend annual Nuclear Medicine conference/s May be required to visit customers and stakeholders within hospitals / Private Practices within Australia
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions Perform duties in an area where radioactive materials are handled under tightly controlled safety conditions
Hours:	Willingness to work extended and varied hours based on operational requirements. After hours work may be required where necessary for certain periods. Supporting the Customer Service Manager, by sharing after hours' emergency contact when required, which may include

	weekends or Public Holidays, normally via telephone only. Must be willing to review, change and flexibly manage work hours, subject to the operational requirements of the business, which may include extended and/or varied hours.
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety

Specific role/s as specified in AG-2362 of the ANSTO WHS Management System	All Workers Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
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ORGANISATIONAL CHART

On file.

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Relevant tertiary qualifications and/or previous experience in the health care industry or in a similar role.
2. Commitment to providing high quality customer service with a genuine willingness to meet customer needs.
3. Highly developed interpersonal skills including ability to collaborate and communicate, influence and negotiate with a variety of work groups and people across different levels in the organisation through written, verbal and listening skills.
4. Demonstrated general business expertise. Knowledge and appreciation of a manufacturing and supply environment would be highly advantageous.
5. High level of numeracy and commercial literacy skills.
6. Experience in a customer service based key account management or marketing role and experience in marketing coordination and the ability to contribute to sales in line with the marketing strategies and tactical plans.
7. Demonstrated experience in accurate sales forecasting, data analysis and process mapping including building forecasts for new products and unconstrained demand.
8. Experience designing and delivering customer service based training and coaching.
9. Commercial sales acumen and the ability to develop accurate complex documents that include pricing structures.
10. Ability to design, develop implement and maintain high-quality processes and associated documentation.
11. Strong problem solving and organisational skills; attention to detail; develop long-term and short term deliverables whilst working calmly and efficiently in a busy customer service environment.
12. Ability to work both independently and within a team.
13. Ability to follow protocols and guidelines, whilst showing initiative and being proactive.
14. High level of computer skills including all Office programs with solid experience in Excel and SAP along with the ability to learn new software/systems.
15. Personal qualities to deliver service and guidance in a courteous, professional and efficient way.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager	Delegated Authority
Name:	Name:
Title:	Title:

Signature:	Signature:
Date:	Date: