

Wholesale Plant Production Nurseries

Growing beautiful indoor plants



A member of the
Australian Greenlife Group
qif.com.au

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POSITION DESCRIPTION – DISPATCH COORDINATOR, ALSTONVILLE

We are seeking a highly motivated and experienced **Dispatch Coordinator** at our Alstonville nursery (245 Lindendale Road, Lindendale NSW 2480). Reporting to the Business Manager, the Dispatch Coordinator will oversee all activities associated with product packing and shipping and ensure product quality standards are adhered to. The position is covered by the [Nursery Award 2020](#). Remuneration is negotiable and will be based on qualifications and experience.

Alstonville is located 20km west of Ballina in the beautiful Northern Rivers region of New South Wales.

About QIF

QIF has a vision to deliver success for its customers, staff, and owners by:

- Producing the highest quality plants at a competitive price
- Providing the most responsive and agile customer service
- Ensuring a safe and healthy workplace environment
- Operating profitable businesses that generate reasonable returns to shareholders

Australian Greenlife Group (AGG) owns and manages three wholesale nurseries located at Alstonville and Sandy Beach NSW, and Ningi QLD. Australian Greenlife trades under the 'QIF' banner which represents Quality Indoor Foliage. AGG produces high quality indoor and flowering plants for the retail and plant hire markets. Customers include hardware, garden centres, wholesalers, and plant hire providers.

The first QIF nursery located at Ningi QLD was established in the 1980's and was operated for some 25 years by the previous owners until it was acquired in 2016 by AGG. Since 2016, the business has doubled in size and AGG have ambitions for further expansion of the business. Across the Australian Greenlife Group approximately half of the Group's revenue is evenly split between sales to plant hire providers and retailers. AGG uses a mix of young plants produced in-house and procured from third party suppliers.

Key crops include Spathiphyllum, Dracaena, Ficus, Zamioculcas (Zanzibar Gem®), Calathea, Philodendron, Howea, Strelitzia, and several other crops.

Position Description

Position title: Dispatch Coordinator

Reports to: Business Manager

The Dispatch Coordinator will work closely with the Production & Operations Manager to prepare sales orders for shipping to customers. On a day-to-day basis the position will be responsible for a range of tasks, including but not limited to:

- Managing a small team of people
- Liaise with transport providers
- Operate and work with various machinery including tractors, forklift, transplanter, etc
- Liaise with sales support to obtain sales order information
- Identify plants suitable for sale
- Collect and return plants identified for sale to the dispatch area
- Clean and label plants in readiness for packing
- Load plants into steel trollies and/or pallets for shipping

The successful candidate will be eager to learn all aspects of the business with a view to assuming additional responsibilities over time. The position is ideal for someone looking to further their career in the wholesale nursery industry. This is a hands-on role involving physical activity including but not limited to lifting and moving potted plants. The successful candidate must enjoy rolling their sleeves up and taking on physical work with enthusiasm.

Essential skills required:

- Good verbal and written communication skills to liaise with team members, transport providers, and on rare occasions with customers.
- Good organisational skills and proven ability to meet deadlines
- Ability to determine staff requirements to meet dispatch schedules
- Analyse existing dispatch processes and make recommendations for continuous improvement
- Proven ability to work harmoniously within a team environment
- An eye for detail to ensure all plants meet Product & Packaging Standards
- Proficient with Microsoft Office (Excel, Word, Outlook)
- Physically able to manually handle steel trollies, racks, stillages, and timber pallets
- To remain cool under pressure

Preferred skills required:

- Horticultural qualification
- Prior wholesale nursery experience, preferably within a dispatch role
- Good understanding of Workplace Health & Safety (WHS) processes
- NSW forklift license (class LF)

To Apply

To apply please forward a cover letter and resume to matt.deville@gif.com.au. An attractive remuneration package will be commensurate with experience.