

JOB DESCRIPTION			
Position	Dispatch Assistant	Division	Rockit Packing Company Ltd.
Reports to	Dispatch Coordinator	Date	January 2026
Job Purpose			
<p>The Dispatch Assistant will support the Dispatch Co-ordinator in preparing product to be dispatched in a timely and safe manner, in accordance with market and customer requirements.</p>			
Key Responsibilities			
<ul style="list-style-type: none"> • Ensure pallets and labels are correct according to order specifications and loading requirements. • Prepare and apply any additional pallet labels for pallets on export dispatch to ensure requirements are met. • Stack/de-stack, label, and secure pallets using manual or automated equipment if required. • Inspect items for damage or mislabelling before palletising. • Update ABC to ensure pallets designations are accurately recorded. • Prepare and maintain SOP's relating to the Logistics Palletiser area. • Coordinate with warehouse staff to ensure timely movement of goods. • Assist Dispatch Coordinator with dispatch of containers and any other duties as required. • Maintain a clean, organised, and safe work area. • Always follow company safety standards and procedures. • Assist with loading and unloading of trucks when required. • To use the RPC equipment safely and when authorised, according to all company and Health and Safety regulations. • Ensure all Health and Safety, company and legislative regulations and protocols are always carried out. 			

Organisational Obligations

- Work proactively and collaboratively with all areas of the business to achieve desired business outcomes.
- Demonstrate commitment to health and safety and compliance with company policies.
- Ensure timely preparation of information, reporting and other written documents/materials as required.
- Ensure and maintain effective ongoing communication with all stakeholders.
- Ensure total confidentiality of employee and company information.
- Maintain a high standard of performance and commitment to internal and external customer service.
- Ensure confidentiality of personal and business information
- Pro-active input and teamwork are critical in this rapidly expanding company.
- Function in accordance with established standards, procedures, and applicable

Key Relationships

Reports to: Dispatch Coordinator

Internal: Logistics Team, Coolstore, Supply Chain, Finished Good and Packhouse Production Team, S&OP wider team.

External: Logistics providers

Personal Specification Requirements

Essential Requirements for this role:

- Able to safely handle and stack packed cases weighing up to 17kg at heights of up to 2.4 metres
- Able to safely perform manual handling duties and remain on your feet throughout the work day
- Excellent literacy skills to read and interpret labels
- High level of accuracy and good attention to detail
- Intermediate competency in using Microsoft and ERP systems
- Capable of consistently following documented work instructions and SOPs
- Co-operative, great communicator and works well in a team
- Demonstrate common sense and adhere to food safety, hygiene and Health and Safety protocols
- Flexible to work additional hours and Saturday's as required

Desired Requirements for this role:

- Osh Forklift certificate
- Experience in a packhouse or food manufacturing environment is desirable
- Knowledge of dispatch processes

Team Values

Proactively demonstrate Rockit Global Limited's values in all work and internal and external interactions:

Action Over Talk - Hohenga I Runga I Te Kōrero

At Rockit we've never been about the talk; it's always been about the doing. Doing things that nobody thought was possible.

Unstoppable Passion - Kohara Kāore e Taea Te Tū

We use a simple formula; passion in the work, unbridled ingenuity and backing ourselves. We believe the world would be a better place if everyone rocked it with us!

Doing Things Differently - He Rerekē Te Mahi I Ngā Mea

Doing things differently has always been part of our DNA, and it's what saw us take a punt on the world's smallest apple and turn it into a big New Zealand success story.

He Toa Takitini

Ehara taka toa, te toa takitahi, he toa takatini kē

Uniting all cultures, as we strive to make a difference within our communities and in all aspects of our environment, while being true to ourselves.

Signed by the employee: