



## POSITION DESCRIPTION

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

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### 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 Nuclear Medicine customers. Ensure an efficient and effective customer service platform that delivers a high level of expertise in systems and reporting. This role will collaborate and work closely with both internal and external stakeholders.

### 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 Nuclear Medicine, 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.

Nuclear Medicine is engaged in the manufacture and sales of radiopharmaceutical and radiochemical products. Manufacturing is based upon the GMP Code of Manufacturing, where processes must meet certain standards. Quality Control (QC) is essential and just-in-time principles are applied, as all processes are extremely time-critical.

Nuclear Medicine has a dominant market share position in Australia and is expanding into the global market. Nuclear Medicine Products operates under external regulatory requirements such as ISO 9001, ARPANSA and TGA, within ANSTO's procedural framework and in oversight by the ANSTO Board. Over 500,000 Australian patients benefit from Nuclear Medicine Products radiopharmaceuticals annually.

### 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.
- Thorough knowledge and competency in all facets of the customer supply chain processes in order to ensure the delivery of exceptional customer service supporting the team to meet set KPI's.
- Ensure continuous coverage of the customer service department, participate in determining the triage of customer enquiries, and ensure the team is kept informed of customer needs as they arise.
- Participate in continuous improvement by interacting regularly with stakeholders, seek out opportunities for process improvements for better business practices and delivery of customer service.
- Manage customer relations of key accounts ensuring seamless end to end delivery of Nuclear Medicine.

- Initiate and/or implement corrective action as needed to ensure that an excellent standard of service and a high level of customer satisfaction is maintained.
- Provide information as required to finance staff to enable establishment of costed goods, bills of materials and plans.
- Provide accurate and detailed reporting of customer and product sales.
- Manage the external published customer information including, delivery schedules & product information, ensuring relevant information is correct and up to date.
- Extensive knowledge and understanding of the Nuclear Medicine market to assist commercial departments with customer relationship activities including tenders, quotes, business expectations and forecasts as required.
- Provide input to align an accurate sales forecast of Nuclear Medicine products and the unconstrained demand and supply. This is achieved through knowledge of customers, market intelligence, society conferences and events.
- As a multi-skilled subject matter expert, train and assess the competency of team members against approved procedures and training/accreditation requirements, provide guidance and support ensuring team members have necessary tools, resources, and knowledge to perform all key accountabilities.
- Assist with the implementation of pricing strategies, providing sales information through market knowledge and experience.
- Promote ANSTOs values to enhance team dynamics and drive results.
- Undertake additional duties as required and during period of leave of other staff.

### **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 Nuclear Medicine and will be a linchpin across Nuclear Medicine stakeholders.
- Ensuring accurate and organised documentation which involves managing of processes across Nuclear Medicine.
- Improve the customer service experience, response times and efficiencies.

### **KEY RELATIONSHIPS**

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

## POSITION DIMENSIONS

<b>Staff Data</b>	
Reporting Line	Reports to the Customer Service Manager
Direct Reports	Nil
Indirect Reports	4 x Customer Service Officers
<b>Financial Data (2015/2016)</b>	
Revenue / Grants	Nil
Operating Budget	Nil
Staffing Budget	Nil
Capital Budget	Nil
Assets	Nil
<b>Special / Physical Requirements</b>	
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

Hours:	Willingness to work extended and varied hours based on operational requirements After hours work may be required where necessary
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

### Workplace Health & Safety

Specific role/s as specified in AP- All Workers 2362 of the ANSTO WHS Management System

## ORGANISATIONAL CHART

## KNOWLEDGE, SKILLS AND EXPERIENCE

- Tertiary qualification or equivalent significant demonstrated experience in relevant.
- Thorough knowledge of Radiopharmaceutical products within the Nuclear Medicine community and within Nuclear Medicine.
- Extensive experience working in a senior position within a customer focused manufacturing environment.
- Highly developed interpersonal skills including ability to collaborate and communicate, influence, and negotiate with a variety of stakeholders internally and externally.
- Demonstrated experience in the ability to prepare and constantly refine reports/complex documents and undertake in-depth analysis of financial and operational data including the preparation into presentation formats such as advanced excel and PowerPoint.
- Effective problem solving, organisational skills, attention to detail and accuracy with the ability to effectively manage workload given competing priorities, whilst working calmly and efficiently in a busy customer service environment.
- Demonstrated experience in managing effective relationships with key stakeholders.
- High level of computer skills including all Office programs with solid experience in advanced Excel and SAP.
- Experience designing and delivering customer service based training and coaching.

## 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: