

Showroom Dispatch Supervisor

SHOWROOM DEPARTMENT- POM BASED ROLE

Theodist Ltd. stands as Papua New Guinea's premier retailer and supplier, catering to businesses, educational institutions, government entities, and individual customers. As a company committed to excellence, we take pride in providing top-quality stationery, office products, survey equipment, computers, and more. Our dedication to integrity, teamwork, and customer satisfaction has positioned us as an industry leader.

We are seeking a skilled and experienced POS Dispatch supervisor to join our team. The ideal candidate will oversee the dispatch operations, ensuring timely and accurate delivery of goods. This role includes managing dispatch staff, coordinating with the sales team, and maintaining compliance with operational procedures.

JOB OVERVIEW:

Reporting directly to the Showroom Manager, the Point of Sales Dispatch Supervisor will play a crucial role in our Point of Sales operations. This position requires a minimum of 3 years of experience in warehouse or showroom dispatch or logistics roles, and proficiency in dispatch management systems.

KEY RESPONSIBILITIES:

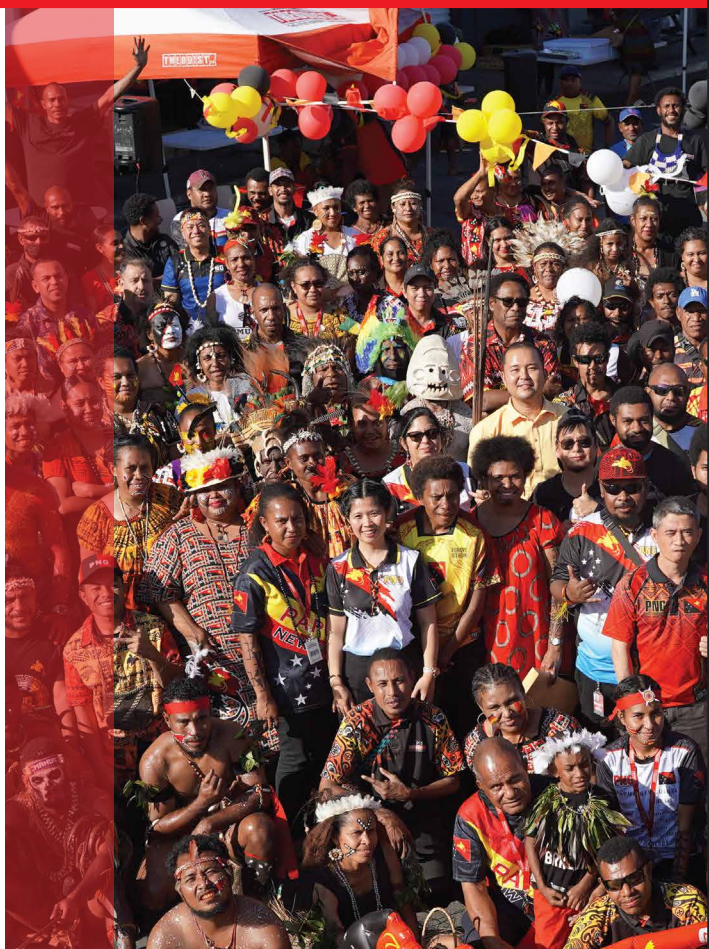
- Ensure smooth transition of deliveries and pickups at the Pick Up & Delivery Bay.
- Supervise dispatching staff and support Point of Sales Operations.
- Implement and administer key operational performance measures.
- Ensure all packages and deliveries are cleared and organized.
- Update pickup and delivery records daily.
- Coordinate with the warehouse team for customer order delivery.
- Provide weekly updates on outstanding orders.
- Attend to customer queries promptly and assist during pickup and delivery times.
- Conduct staff training on customer service and product knowledge.
- Collect and address customer feedback.

QUALIFICATIONS AND SKILLS

- Minimum of 3 years of experience in dispatch or logistics roles.
- Proficiency in dispatch management systems and MS Office.
- Strong organizational and documentation skills.
- Excellent communication and coordination abilities.
- Ability to multi-task and prioritize workloads efficiently.

PREFERRED ATTRIBUTES:

- Previous experience in a fast-paced warehouse environment.
- Familiarity with inventory and dispatch management systems.
- Fantastic problem-solving skills and ability to troubleshoot & respond to dispatch issues.
- Knowledge of PRONTO ERP is preferred.



How to Apply

If you're a passionate individual who shares our values and wants to make a difference at Theodist Ltd., we'd love to hear from you!

To apply for an open position, please fill out the application form by providing the following information:

- First Name
- Surname
- Email
- Phone
- Position(s) you are applying for (select from the drop-down menu)
- Cover letter & Resume (upload file)

Deadline: The closing date for applications is Friday, June 6th, 2025.

Theodist Ltd. is an equal opportunity employer, and we welcome applications from candidates of all backgrounds and experiences.



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