



## Position Description

**Position Title:** Trade Data Controller

**Location:** Port Botany or Port Kembla

**Division:** Commercial and Business Development

**Position Status:** Permanent Full-Time

### POSITION PURPOSE

Ensure that all customer invoicing and revenue is raised in a timely, efficient, and accurate manner within a strong internal control framework. Manage the credit and collection processes and systems. Support the continuous monitoring and improvement of the revenue process and Manifest and Invoice system.

### ORGANISATIONAL CONTEXT

NSW Ports is a privately owned consortium of leading institutional investors: IFM Investors, Australian Super, Tawreed Investments Limited and Q Super, Cbus, Hesta and Hostplus. Our shareholders represent over five million Australian superannuation fund members and are long term investors with interests in a range of Australian infrastructure assets.

NSW Ports began operations in mid-2013 under a 99-year lease for Port Botany, Port Kembla, Cooks River Intermodal Terminal, and the Enfield Intermodal Logistics Centre. As custodian of these assets, we are committed to taking a long-term and sustainable approach to the way we operate, the actions we need to take or encourage from others, and the way we work with our stakeholders. NSW Ports is principally a land manager with operational responsibility for: The Bulk Liquids Berths at Port Botany, common user bulk liquid and dry bulk berths at Port Kembla, rail infrastructure at Port Kembla and common user roadways at both Ports and Enfield Intermodal Logistics Centre.

Port Botany and Port Kembla are economic assets of national significance, critical to the future economic growth and development of NSW. They are NSW's key import and export gateways, collectively contributing around \$4 billion per year to the NSW economy and supporting over 26,000 jobs.

NSW Ports operates to 5 key strategic objectives to sustainably cater for forecast trade growth:

1. Provide efficient road connections to the ports and intermodal terminals;
2. Grow rail transport of containers;
3. Use land and infrastructure efficiently;
4. Grow port capacity; and
5. Protect the ports and intermodal terminals from urban encroachment.

NSW Ports has 5 core values which support the vision, shape the culture, and enable the strategic objectives of the company:

1. **CARE** – We care about the wellbeing of ourselves, each other, and our stakeholders.
2. **INTEGRITY** – We are honest and real in all that we do.
3. **COLLABORATION** – We work together, respecting one another's views, and make our work environment fun and enjoyable.
4. **ACCOUNTABILITY** – We do what we say we will do and take responsibility for achieving the outcome.
5. **PASSION** – We are committed to NSW Ports and the future of our business and industry.

## **ACCOUNTABILITIES / KEY RESPONSIBILITIES**

### **Revenue Management**

- Support the revenue function of Port Botany to ensure that all customer invoicing and revenue is raised in a timely and accurate manner within a strong internal control framework.
- Take responsibility for cross analysing data to identify any variations and potential revenue leakage points.
- Be responsible for reconciliation, validation, and correction of all data through analytics to ensure no revenue leakage occurs.
- Formulate timely and reliable current statistical data and reports using pivot tables.
- Ensure all appropriate pricing documentation complies with all legislation / regulations and pricing policy guidelines.
- Be responsible for all appropriate pricing schedule updates within the relevant systems (e.g., eModal and Microsoft AX).
- Ensure all maintenance and continuous improvement of KPIs relating to all areas of invoicing and revenue raising.
- Ensure sufficient credit and collection processes are in place.
- Ensure trade customer account information is current and up to date within the relevant systems.
- Ensure month end processing is performed in a timely manner and in accordance with financial processes (e.g., VDR / CDR and any other accruals).
- Ensure Token Control Reports are reconciled on a weekly basis and troubleshoot any discrepancies.

### **Manifest Processing Management and Electronic Data (EDI) Development**

- Be responsible for the day-to-day allocation of vessels for processing and invoicing for all NSW Ports sites with a high level of accuracy.
- Prepare and allocate manifests and vessel exchange reports (VER) to be received from Shipping Agents and Terminal Operators.
- Take responsibility for reconciliation of data information sets against terminal outturn reports.
- Identify and drive implementation changes to increase process efficiencies and improvements, including scoping documents for system development (including eModal, Data Warehouse, Microsoft AX, Board, EDI tracker, and The HOLD).
- Onboard potential trade customers with EDI and associated terms and conditions requirements.
- Ensure existing trade customers (primarily shipping lines and agents) continue to maintain and continuously improve the EDI Manifest process, including provision of harmonised codes.
- Ensure that any changes to customer systems do not cause delays or impact the successful receipt of EDI Manifest for processing.

### **Customer Service**

- Liaise and correspond with both external and internal customers of NSW Ports and ensure a high level of customer service is promoted at all times.

## **POSITION REPORTS**

This position reports to the Customer Data Manager and has no direct reports.



## KEY WORKING RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"><li>• Customer Data Manager</li><li>• Finance Officers</li><li>• Commercial and Business Development Division</li><li>• Finance Division</li><li>• Other NSW Ports Divisions</li></ul>	<ul style="list-style-type: none"><li>• Principal and Shipping Agents</li><li>• Cargo Owners</li><li>• Terminal Operators</li><li>• NSW Ports' Tenants</li><li>• Port Authority of NSW</li></ul>

## REQUIRED SKILLS, QUALIFICATIONS and EXPERIENCE

- Relevant tertiary qualifications.
- Sound experience in revenue / billing systems.
- Very strong interpersonal and stakeholder management skills.
- Excellent verbal and non-verbal communication skills.
- Highly developed writing and reporting skills with exceptional attention to detail.
- Ability to work in a timely and efficient manner to meet all applicable deadlines.
- Strong problem-solving ability with advanced analytical skills.
- Excellent proficiency in Microsoft Office, and in particular advanced Excel skills.
- Demonstrated ability to work effectively in a team.
- Demonstrated ability to work autonomously and proactively.
- Proven ability to identify process improvements and efficiencies.
- Driver licence and car.