

**Job Title: Milk Recording Co-ordinator-Cork City and County**

**Report to: Field Manager**

**Contract: Permanent**



**Purpose** To co-ordinate the EDIY Technicians, Milk Recorders & EDIY Trainers ensuring an adequately resourced team, trained to the highest standard and proficient in delivering a timely quality service to customers.

CORE RESPONSIBILITIES	KEY PERFORMANCE INDICATORS	KNOWLEDGE, SKILLS & COMPETENCIES
<ul style="list-style-type: none"><li>• Coordinate the recruitment and training of new EDIY Techs, Milk Recorders &amp; EDIY Trainers.</li><li>• Ensure EDIY Techs &amp; Milk Recorders are on schedule and completing tests as per the required SLA.</li><li>• Assign herds and allocate resources as required.</li><li>• Ensure all Milk Recording equipment (handhelds, meters etc) are fit for purpose and issues resolved in a timely manner.</li><li>• Liaise with Couriers and the Herd Management Team to ensure the prompt collection and delivery of equipment and samples.</li><li>• Timely identification and solution of issues and passed to the appropriate team where necessary.</li><li>• Travel and flexibility will be required.</li></ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"><li>• Observe all safety rules in place and attend training as required</li><li>• Report accidents/incidents witnessed and safety hazards to your manager, or other authorised officer, and complete any documentation required in respect of the accident/incident/safety hazard.</li><li>• Ensure that safety procedures are known, understood and followed by all team members</li><li>• Under the Health, Safety and Welfare at Work legislation, it is the duty of all staff to take responsibility for their own safety and the safety of others. This involves reporting accidents, dangerous occurrences and unsafe equipment</li></ul>	<ul style="list-style-type: none"><li>• Customer Contact recorded appropriately.</li><li>• High levels of customer satisfaction.</li><li>• All training issues identified and dealt with promptly.</li><li>• Adequately resourced to meet the demand of the business.</li><li>• All Personnel trained appropriately.</li><li>• Performance Management of the Field Team.</li></ul>	<ul style="list-style-type: none"><li>• Agr. Sc. degree or equivalent qualification.</li><li>• 2 – 3 years’ experience in a similar role: advisory/sales/customer service.</li><li>• Possess in-depth knowledge of all aspects of best farming practices.</li><li>• Familiar with milk constituents such as SCC, Fat, Protein etc.</li><li>• Ability to work under pressure, strong organisational skills and good people management skills.</li><li>• Agricultural background.</li><li>• Full Driving License.</li><li>• Company Vehicle will be provided.</li></ul>

Interested candidates should forward a copy of their Curriculum Vitae and cover letter in strictest confidence to Mary O’Brien, HR Manager – [careers@munsterbovine.ie](mailto:careers@munsterbovine.ie)  
Closing Date Friday 6<sup>th</sup> January 2023.