



Costa Position Description

Version No:	001
Issue Date:	12/02/2026
BU/Site:	Citrus
Authorised by:	HR Manager

Costa Group Position Description

Position Title:	Production Line Supervisor
Department:	Packing
Reporting To:	Packhouse Operations Manager
Award:	Horticulture Award 2020
Location:	Emerald, QLD
Key Stakeholders:	<ul style="list-style-type: none">• Quality & Compliance Manager;• All floor Supervisors (Packing & QA/Sorting);• Forklift Team Leader / Degreening Supervisor;• Maintenance Team; and• Dispatch & Logistics Coordination

1. Primary Objective of Position:

The Production Line Supervisor is the most senior operational authority on a production line and shift.

They are accountable for delivering safe, efficient, compliant, and profitable production outcomes, ensuring fruit is graded, packed, and released to specification while maximising throughput, yield, and brand reputation.

This role acts as the company's decision-maker on the production floor, balancing safety, quality, cost, and performance in real time, in alignment with company policies, customer requirements, and regulatory standards

2. Key Accountabilities and Responsibilities:

Scope of Responsibilities

The Production Line Supervisor has full operational accountability for their assigned production line and shift, including:

- Bin tipping and infeed control;
- Pre-sort and post-wash inspection;
- Optical grading setpoint value control (Tomra Spectrim / LUCAi);
- 1st + 2nd volume filling, Pattern packing & hand packing station flow;
- Carton levelling & sealing;
- Palletising, strapping, and wrapping;
- QA checkpoints (in coordination with QA); and
- Changeovers, start-ups, shutdowns, and handovers

Line & Shift Ownership

- Own end-to-end performance of the production line for the shift;
- Make real-time decisions to protect safety, quality, and output; and
- Act immediately when instability or deviation occurs

Production Planning & Execution

- Execute the daily production plan set with Operations and QA;
- Confirm fruit programs, counts, markets, and priorities before start-up;
- Balance line speed with downstream capacity (sorting, packing, QA, dispatch); and
- Prevent bottlenecks and starvation across the line

Line Control & Changeovers

- Control all line start-ups, shutdowns, restarts, and emergency stops;
- Lead all changeovers (count, market, brand, sanitation);
- Ensure stations are staffed, supplied, and briefed; and
- Ensure no restart occurs without QA first-piece approval

Grading Control – Tomra Spectrim / LUCAi

- Personally operate and tune the Spectrim grader;
- Set, validate, and adjust grading parameters;
- Interpret QA data (pre-grade, juice, final inspection);
- Adjust grading to maximise value, not just speed; and
- Understand that: Over-grading reduces yield & Under-grading damages brand trust

Quality & Specification Compliance

- Ensure all packed product meets customer and brand specifications;
- Enforce special-market requirements with zero tolerance;
- Stop production immediately for out-of-spec outcomes; and
- Support QA authority and decisions at all times

Leadership & People Management

- Lead Floor Supervisors with clarity and accountability;
- Set expectations for safety, discipline, and pace;
- Coach through observation and constructive feedback; and
- Foster a culture of ownership, respect, and continuous improvement

Waste & Cost Control

- Monitor juice and waste trends;
- Control packaging waste and avoid rework;
- Reduce overweight cartons; and
- Capture data of broken cartons at end of shift into the Shift Control Report

Logistics & Dispatch Coordination

- Aligning packing with dispatch / logistics requirements (if there are any urgent needs from Marketing);
- Ensure pallets are packed in good, stable condition & ready for transport;
- Support - Loadouts Coordinator during peak production periods, managing flow of finished goods; and
- Support - Prevention of mis-picks and incorrect pallet staging, monitoring flow of finished goods.

Reporting & Shift Handover

- Complete and update the Daily Production – Shift Control Report;
- Capture throughput, downtime, waste, QA issues, and risks;
- Ensure safe shutdown, cleaning, and sanitation; and
- Deliver a clear, accurate handover for the next shift – Production line Supervisor (Ideally in person OR in the Notes section of the Shift Control Report).

Key Accountabilities

- Production runs safely and according to planned production targets;
- Fruit packed meets brand and customer specifications;
- Grading accuracy maximises value and pack outs;
- Downtime, waste, and rework are minimised;
- Teams are calm, directed, and aligned; and
- Accurate reporting and clear shift handovers

Authority and Boundaries

The Production Line Supervisor can:

- Start and stop the production line;
- Adjust line speed and grading parameters;
- Capture & file any samples of challenging fruit with specific blemish & miss-grades;
- (Refer to Spectrim Lead in Shift Control Report);
- Reassign labour within the line;
- Hold or stop production for safety or quality reasons; and/or
- Prioritise maintenance response.

The Production Line Supervisor should not:

- Override QA release or downgrade decisions;
- Approve out-of-spec product for dispatch;
- Change any marketing / brand fruit specifications;
- Add & remove any Spectrim (Blemish / Colour) Mapping Seeds (Refer to Spectrim Lead);
- Delegate grader operation to untrained staff;
- Bypass SOPs, SWIs, guarding, or safety controls;
- Override food safety requirements; and/or
- Authorise maintenance work outside approved LOTO processes.

Workplace Health and Safety

Key Duties:

- Responsibility for supporting and complying with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees;
- Report immediately any incidents, injuries and hazards and participate in hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes;

- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work;
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time;
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others;
- Be unaffected by alcohol or drugs; and
- Perform only those procedures or tasks for which he/she has received appropriate training and instructions.

Safety Leadership:

- Enforce WHS legislation, SOPs, and SWIs;
- Stop the line immediately for unsafe conditions;
- Ensure correct PPE usage and safe behaviours; and
- Lead by example — safety is never traded for output

Key Hazards & Risk Awareness:

The Production Line Supervisor is required to actively identify, monitor, and control exposure to the following hazards across the production line:

Mobile Plant & Traffic

- Forklift movements (bins, pallets, consumables); and
- Trucks and loading activities in dispatch zones

Mechanical & Equipment Hazards

- Conveyor pinch points;
- Bin tippers and de-stackers;
- Optical grader infeed and outfeed rollers; and
- Pallet strapping and wrapping equipment

Environmental Hazards

- Wet floors (washdown, flumes, bin washer areas);
- Uneven surfaces and drains; and
- Heat exposure during peak season operations

Manual Handling & Fatigue

- Repetitive movements;
- Awkward postures;
- Extended standing and walking; and
- Cognitive fatigue from sustained decision-making

Chemical Exposure

- Chlorine, fungicides, wax additives; and
- Cleaning and sanitation chemicals

The Production Line Supervisor has the authority and obligation to stop the line immediately if hazards are uncontrolled or risk levels are unacceptable.

Food Safety and Quality

- Supporting and complying with all of Costa's food safety and quality related policies and procedures, as amended from time to time;
- Demonstrating good personal hygiene practices and use of personal protective equipment;
- Handling all produce, using and maintaining all equipment, in a manner that does not compromise food safety & quality;
- Immediately reporting, in line with your area of responsibility, any food safety and quality hazards, incidents or near misses to your supervisor or manager; and
- Leading by example, your behaviour and decisions make the difference, ask for clarification if you are not sure

Company Values

- Responsible for ensuring that your work practices are consistent with company principles; and
- Ensure that behaviours outlined in Costa Group vision and values are fostered and practiced

3. Key Challenges:

- Balancing throughput vs quality (constant trade-off);
- People leadership under pressure;
- Safety in a high-traffic, high-energy environment; and
- Maintaining compliance and records discipline

4. Candidate Requirements:

(a) Core Values:

- Determination – acting decisively and with a sense of urgency;
- Passion – challenging the status quo and acting with energy and enthusiasm;
- Accountability – focusing on outcomes and delivering on commitments;
- Sincerity – acting boldly in an open, honest, and responsible manner;
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety; and
- Trust – building confidence by being reliable, consistent, and transparent; following through on commitments; and supporting a work environment where team members feel safe to ask questions and rely on each other.

(b) Education, Qualifications, Training:

- Year 12 (or equivalent);
- Demonstrated experience supervising a production line/team in food manufacturing or fresh produce packing;
- Intermediate computer skills; and
- First Aid & CPR (or willingness to obtain).

(c) Experience, Skills and Knowledge:



Costa Position Description

Version No:	001
Issue Date:	12/02/2026
BU/Site:	Citrus
Authorised by:	HR Manager

- Ability to work in a team environment, adapt, demonstrate initiative, and cope with continual change;
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected;
- Strong FMCG and Lean manufacturing mindset;
- Intermediate to advanced citrus packing, fruit quality and grading knowledge;
- High competency in Spectrim / related Optic Grading Equipment operation – will be advantageous;
- Calm, decisive leadership under pressure;
- Clear communication and escalation discipline; and
- High integrity and accountability