

Position Description

Title and Reporting Relationships	
Position Title:	Packing Operator
Business Unit:	Miraka
Reports To:	Production Supervisor
Direct Reports:	0

Main Purpose of Position
The Packing Operator is responsible for the safe, effective and efficient operation of powder packing and palletising activities, including associated powder handling and packing support tasks. The role is also responsible for supporting an integrated, multi-skilled operating model by providing capability across packing/palletising and FMC packing activities (including Bag-in-Box / filling and packing equipment) where trained and competent. The role contributes to delivering site performance across quality, compliance, cost, yields, availability, housekeeping and environmental performance, and supports continuous improvement and preventative maintenance processes.

Key Responsibilities	
You are accountable for:	You are successful when:
Health, Safety & Risk (incl. Food Safety)	
- Operating equipment safely and complying with site H&S, risk, hygiene and contractor requirements. - Maintaining a safe, clean and orderly work environment (good housekeeping, hazard identification and corrective action).	- Hazards are identified and addressed promptly; work is completed without harm to people, product, plant, or environment. - Site safety, hygiene and compliance expectations are consistently met.
Powder Packing, Palletising & Powder Handling Operations	
- Operating the powder packing line from packaging and product coordination through to palletised product, including robot operation, coding/labelling, wrapping, storage and dispatch documentation as required. - Supporting packing-related powder handling tasks such as ingredient/packaging acceptance and storage, de-bagging (e.g., lactose/SMP), and plant cleaning/general duties as required. - Providing accurate and timely operational information on productivity, yields, waste, downtime and non-conformance events to supervisors.	- Packing throughput and waste reduction targets are achieved and product is "first time right". - Product presentation, pallet quality, wrapping, safe storage and dispatch documentation meet standards every time. - Production and performance reporting is complete, accurate and timely.
FMC (Bag-in-Box) Filling & Packing Operations	
- Operating and monitoring filling and packing equipment to meet planned volumes in accordance with production plans and site procedures. - Completing required plant checks, product sampling/testing (raw/in-process/finished),	- Products are filled/packed to specification and production schedules are met without compromising quality. - Traceability and QA records support full "track and trace" and audit readiness.

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weight control and coding accuracy checks, and maintaining traceability records. - Managing packaging code changes correctly and ensuring changes are authorised. - Maintaining high standards of cleanliness around FMC areas and equipment	Coding/weight/CCP checks are accurate, complete and compliant.
Tipping	
Debagging of ingredients such as Lactose and SMP. Remove used packaging. Complete all necessary documentation.	Manually debag powders as per procedures. Maintain the area clean and tidy.
Quality, HACCP / RMP & Compliance	
- Following HACCP/RMP controls and SOPs; managing CCP requirements, sampling plans, inspections (e.g., bag/seal integrity) and non-conformance escalation. - Ensuring product meets customer and regulatory requirements (e.g., MPI/CODEX where applicable). - Completing required data entry / documentation in the relevant systems in accordance with the production manual (ERP/RMP as applicable).	- Quality plans and audit requirements are met with strong documentation discipline. - Non-conformances are identified early and corrected quickly, with clear communication to supervision.
Preventative Maintenance Support & Continuous Improvement	
- Participating in preventative maintenance processes and raising timely engineering requests in MEX (or current CMMS), with clear communication to maintenance/engineering teams. - Contributing to process improvement initiatives, problem solving and waste reduction activities across powder packing and FMC operations.	Issues are identified early; downtime and waste are reduced through practical improvements and disciplined follow-through.
Values and Behaviours	
Right work, right way, right intent	You demonstrate our company values and behaviours and encourage and coach others to do likewise.

Decision Making Authority	
Decisions Expected	Outcomes Expected
Make routine packing/handling equipment adjustments to ensure smooth day-to-day running and safe operation.	Stable operations, protected compliance position, proactive issue identification and timely escalation.
Escalate and recommend process actions to maintain product specification, yields and quality.	
Stop/hold work and recommend actions to protect staff, product, equipment and environment where necessary.	

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Working Relationships	
Most Frequent Contact	Nature or Purpose of Contact
Production Supervisor / Senior Process Operator / Control Room Operators	coordination of day-to-day production and coverage.
Quality / Compliance	sampling, testing, audit readiness and corrective actions.
Engineering / Maintenance / Contractors	preventative maintenance, repairs, CMMS requests, safe work coordination
Warehouse / Dispatch / Inventory	packaging/ingredient storage, dispatch documentation, product movements.
External (as required):	regulators/suppliers where relevant to role duties

Qualifications, Experience & Competencies		
	Essential	Desirable
Education & Qualifications	NCEA Level 1 (or equivalent) or relevant demonstrated learning/competence.	- Relevant dairy/technical qualification (e.g., Diploma in Dairy Technology) - Forkhoist licence - First Aid certificate
Knowledge, Skills and Experience	- Manufacturing/process experience; mechanical aptitude and problem solving. - Accurate numeracy and documentation discipline; basic computer skills. - Ability to follow SOPs, maintain log sheets/records, and communicate issues effectively.	- Experience operating automated packing equipment (powder packing and/or filling equipment), ideally dairy/food/beverage. - Knowledge of sterile filling concepts and packaging technology (where relevant to FMC). - Familiarity with HACCP/RMP systems and primary industry compliance.
Personal Qualities	Safety-first mindset, reliability, accountability, attention to detail, and willingness to train across multiple operational areas.	

Changes to Position Description
This position description is not exhaustive, and you may be required to undertake other duties that are reasonably required by your manager, consistent with the role. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment. Any significant changes will be made in consultation with you.

Acknowledged / Accepted:

Employee: _____

Date: _____

Manager: _____

Date: _____