

Position Description:

Title and reporting relationships	
Position title	Warehouse Operator
Business Unit	NZ Creameries (Ice Cream) - Operations
Reports to	Shift Supervisor
Location	1 Accent Drive, East Tamaki

Main Purpose of Position
The Warehouse Operator position is responsible for performing all warehouse duties to a high standard by following procedures, keeping a tidy, fit for purpose workplace, prioritising workload to meet delivery cut off's and timelines. The main duties of the Warehouse Operator position are, forklift operating, receipt processing, dispatch processing, push pull operating, housekeeping, scanning tasks, general warehouse duties and performing all duties to a high standard and level of accuracy.

Key Responsibilities

Objective	Key Task(s)	Means
Inwards Goods/Receiving Goods		
Receipt finished goods production into store	Unload trucks delivering production and stack away in store	- Check product integrity and product/label details - Using the forklift unload the truck and transport into the store - Carry out scanning tasks to reflect product receipt/movement - Stack product away in store - Operate in safe manner following health and safety rules and guidelines
Receive transferred or purchased products	- Supplier documentation checks - Unload truck/container - Apply product barcode and pallet ID labels	- Check product integrity and details on inbound documentation - Ensure MPI import rules are followed for imported products - Carry out vehicle/container checks - Unload the truck or container using the forklift or push pull unit - Apply internal product barcode and pallet ID labels as per the labelling rules - Carry out scanning transactions to reflect receipt - Complete and check receipt documentation - Stack product away in store - Operate in a safe manner following health and safety guidelines
Production Supply		

Position Description:

Objective	Key Task(s)	Means
Supply the plant with materials/ingredients	Load the truck delivering materials and ingredients to the plant	- Pick and marshal the requested product - Verify the selected product against the product requested - Using the forklift load the truck - Carry out scanning tasks to reflect product shipment - Operate in safe manner following health and safety rules and guidelines
Warehouse Movements		
In Store movements	Relocate product in store	- Using the forklift relocate product in store when required to rotate stock or find units of product - Carry out scanning transactions to relocate each movement of product to maintain inventory accuracy
Outwards Goods/Off-loading		
Dispatch transfers and sales orders	Pick, marshal, prepare and dispatch product for export or domestic delivery	- Carry out container/transport checks prior to loading - Pick and marshal product as per the order requirements - Ensure any customer requirements are met - Correctly apply customer labels when required ensuring the correct labels are applied to the correct product - Carry out product splits - Carry out scanning transactions to reflect the product shipment - Ensure product integrity is maintained through the whole load out process - Using the forklift or push pull load the truck or container - Ensure correct application of operator seals - Generate load out documentation and complete sign off
Stock Damage		
Manage damages	Split and separate damages	- Always operate in a manner to minimise the potential for damages - Carry out all product splits required - Separate damaged product from good product
Warehouse Environment and Culture		

Position Description:

House Keeping and equipment maintenance	Ensure the store maintains a high standard of house-keeping at all times	- Carry out all pest control checks at the specified frequency - Carry out all house-keeping tasks at the specified frequency - Carry out forklift checks at the specified frequency - Ensure all equipment is clean and fit for purpose
Health and Safety	Meet H & S obligations at all times	- Wear required PPE at all times including hi visibility clothing and safety footwear - At all times maintain the appropriate level of hygiene required for working in a food store environment - Report any incident or near miss immediately - Ensure all drivers and contractors in the stores area are aware of and adhere to the H & S rules - Always be on the look-out for potential hazards and be aware of, and identify, any product stability issues that could pose a fall risk
Assisting other departments	Assist with tasks in other stores or departments as requested	Providing cover in another stores department, performing any of the stores tasks
Administration/Other	Complete admin and other tasks as requested or required	From time-to-time other tasks may be required and could include, but not limited to, - Assisting with administrative tasks - Cycle counts / stock takes - Procedure reviews - Pallet repairs

Physical Requirements

- Physically fit and capable of standing for extended periods.
- Ability to lift, push, and pull up to required weight limits where applicable.
- Comfortable working in cold environments typical of ice cream production.
- Ability to perform repetitive tasks and manual handling duties.

Key Skills & Competencies

Accountability	Willingness and ability to accept responsibility for one's actions, decisions, and outcomes, while ensuring commitments are met and results are achieved.
Attention to Detail	Ensures accuracy in record keeping and administrative tasks. Consistently focus on the small aspects of a task, ensuring that nothing is overlooked and that the final result is as error-free as possible.

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Reliability and Dependability	Consistently meets attendance, performance, and safety expectations.
Teamwork	Works effectively with supervisors, technicians, and fellow operators.
Time Management	Able to manage tasks efficiently in a fast-paced production environment.

Qualifications and Experience	
Essential	Desirable
- Forklift License - General Warehousing experience of similar industry	- MPI accredited person training - Health & Safety Training - Bulk stacking/racking forklift experience - RF scanning experience - Operating Forklift attachments including Push/Pull - Basic Computer skills - Basic maths, recording and written capabilities

Personal Attributes
- Strong work ethic and positive attitude. - High level of responsibility and accountability. - Ability to follow instructions and procedures accurately. - Willingness to learn - Takes pride in producing work that is error free. - Flexible to work night shifts, weekends, or overtime as required.

Key Performance Indicators (KPIs)
- Maintaining stock accuracy >99% for all products - Ensuring all orders are shipped in full on time - Prioritising workload during peak times

Position Description:

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: _____