

<b>Location:</b>	Christchurch /Auckland
<b>Title:</b>	Storeperson
<b>Revision Date:</b>	April 2019
<b>Reports to:</b>	Site Manager / 2IC

**COMPANY INFORMATION**

McKenzie Balfour & Associates Limited (trading as Online Distribution) is one of New Zealand’s largest family-owned providers of third-party logistics (3PL) services. Established in 1988 with just one client, the business has expanded to having 200+ clients serviced by around 100 staff in warehouses in Auckland and Christchurch.

**COMPANY VALUES**

<b>VISION</b>	<b>PURPOSE</b>	<b>VALUES</b>
By 2020 Online Distribution will be the most sought after, valued and desired logistics provider and employer in our markets	We will achieve this by enabling our clients to focus their resources by providing consistent, highly sought-after logistics services in an intimate, enthusiastic and progressive environment	Positive Responsive Initiative Dependable Entrepreneurial

<p><b>PURPOSE OF THE POSITION – Store person</b></p> <p>To assist the Site Manager to ensure the warehouse operates efficiently and in accordance with all agreed standards and clients’ expectations.</p>
<p><b>PEOPLE REPORTING TO THIS ROLE</b></p> <p>Currently no person report to this role.</p>

<b>Key Accountabilities / Responsibilities</b> <i>(What is to be achieved)</i>	<b>Key Tasks</b> <i>(How is it achieved)</i>	<b>Measures</b> <i>(KPI's)</i>
<b>Site Operations</b>	<ul style="list-style-type: none"> <li>• Pick, check, pack and despatch orders ensuring minimal errors are made</li> <li>• Complete inwards goods in an accurate and timely manner</li> <li>• Assist with cycle counts and stocktakes as required</li> <li>• Tend to all phone calls and customer collections immediately</li> <li>• Devanning containers</li> <li>• Loading and unloading trucks</li> <li>• Stock rotation</li> <li>• Rework, labelling and pricing</li> <li>• Ensure stock is maintained in a clean, tidy and orderly manner</li> <li>• Ensure all administration duties are carried out in an accurate and methodical manner</li> </ul>	Ensure orders are picked, packed and checked with minimal errors.
<b>Client Knowledge</b>  Assist with providing Customer Service in a professional and proactive way.	<ul style="list-style-type: none"> <li>• Continually seek opportunities to increase customer satisfaction</li> <li>• Build a knowledge base of each client's business, organisation and objectives.</li> <li>• Ensure all client requests, phone calls and customer collections are handled promptly and correctly.</li> <li>• Collect and prioritise new orders, including actioning urgent orders and customer collections.</li> <li>• Pick, pack and check orders ensuring minimal errors are made.</li> <li>• Ensure order cut-off times are met; and, where necessary and practicable, help send out orders received after this time.</li> </ul>	Build a knowledge base of each client's business in your site
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Comply with all Health and Safety and security directives, and pro-actively seek solutions to situations not provided for</li> </ul>	Ensuring all health & safety risks have been communicated to your manager and then added into Mango

<b>Communication</b>	<ul style="list-style-type: none"> <li>• Attend and contribute to monthly, quarterly and any training meetings</li> <li>• Keep up to date with the internal newsletter (WON) and make sure the staff have access to a copy</li> <li>• Ensure appropriate person is informed if any client is at risk.</li> </ul>	
<b>Other duties:</b>	<ul style="list-style-type: none"> <li>• Carry out any other duties and tasks that relate to the overall efficiencies of the business.</li> </ul>	

<b>PERSON SPECIFICATION</b>
<p><b>Core Behaviours:</b></p> <ul style="list-style-type: none"> <li>• <b>Teamwork</b> – identify opportunities and take action to build operational relationships between the business, sites or teams to help achieve shared goals.</li> <li>• <b>Achieving Results</b> – sets challenging goals for self and understands performance expectations.</li> <li>• <b>Effective Communication</b> – understands and communicates their role</li> <li>• <b>Effective team player.</b></li> <li>• <b>Trustworthy.</b></li> <li>• Ability to <b>think logically</b> and <b>multi-task</b> under stress.</li> </ul>
<p><b>Core Qualifications, technical skills, knowledge &amp; ability:</b></p> <ul style="list-style-type: none"> <li>• <b>Experience in warehouse</b> ideally</li> <li>• <b>Decision making</b> – demonstrates an understanding of business operations.</li> <li>• <b>Client management or strong Customer Service experience.</b></li> <li>• Excellent <b>relationship-building skills</b> and the ability to relate constructively to all levels of the business.</li> <li>• <b>Proven experience to plan, undertake and finish activities</b> and to achieve high quality results.</li> <li>• <b>Computer literacy</b> – MS Office, H&amp;S related technical applications and systems.</li> </ul>

## **ONLINE DISTRIBUTION'S EXPECTATIONS**

In order to perform the responsibilities listed and achieve success in the role, everyone will demonstrate the following behaviours that link into our values of Positive, Responsive, Initiative, Dependable and Entrepreneurial and accept the challenge:

- Works positively with colleagues to achieve goals, experience is shared, and help is actively sought and proactively offered.
- Strong working relationships are developed and maintained across the organisation, causing people to believe that what they do makes a difference.
- Proactively assesses challenges and formulates solutions to ensure the smooth, effective and safe running of the areas managed and safe.
- Actively demonstrates professionalism throughout the organisation and industry and is a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Has tenacity in pursuing goals and ensuring they are aligned with the company objectives of maintaining high levels of profit, strong customer service, excellent communication, transparent systems and a happy, united team of staff members.

## **POLICIES AND PROCEDURES**

Online Distribution has developed policies and procedures to guide employee's behaviour in respect to a variety of employment related matters. It is an obligation of your employment with Online Distribution that you adhere to these policies and procedures. All employees have access to these policies and procedures on the intranet.