

Employee's Name:	
Location:	Auckland / Christchurch
Title:	Trainee Manager
Reports to:	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 today proudly boasts a growing portfolio of over 120 clients in warehouses in Auckland and Christchurch.

COMPANY VALUES

VISION	PURPOSE	VALUES
Building better futures for our clients, staff and partners	To enable our clients' success by delivering superior logistics services with high care and engagement	Positive Responsive Innovative Dependable Entrepreneurial

PURPOSE OF THE POSITION – Trainee Manager

Initially the role's purpose is one of a storeperson, with Online Distribution providing exposure on how the site operates to achieve its maximum effectiveness. Then, as the role evolves, Online Distribution provides guidance and exposure to leadership of staff, higher knowledge of the site's functions and ensuring all clients are managed with absolute professionalism.
People reporting to this role Currently none

Key Accountabilities / Responsibilities <i>(What is to be achieved)</i>	Key Tasks <i>(How is it achieved)</i>	Measures <i>(KPI's)</i>
<p>Site Operations: Storeperson Effectively and efficiently responsible for warehouse orders.</p> <p>Overall Site Management</p>	<ul style="list-style-type: none"> • Pick, check, pack and despatch orders ensuring minimal errors are made • Complete inwards goods in an accurate and timely manner • Assist with cycle counts and stocktakes as required • Tend to all phone calls and customer collections immediately • Devanning containers • Loading and unloading trucks • Stock rotation • Reworking, labelling and pricing <ul style="list-style-type: none"> • Ensure the warehouse is kept safe, secure, clean and tidy • Ensure with the 2IC site / stock is laid out correctly and efficiently • Comply with all health and safety directives and proactively seek solutions to situations not provided for. Comply with the health and safety programme, report all accidents/ incidents/near misses, and proactively seek solutions to minimise potential risks • With guidance, understand basic revenue models, profitability and margins • Attend and contribute to monthly and quarterly site review meetings • Communicate both internally and externally in a professional and timely manner • Ensure all site supplies are maintained and all requests follow purchasing guidelines • Assist with the completion of all site-specific tasks (Chep transfers, forklift hours and maintenance, MPI paperwork, creditors, invoicing, health and safety audits) in a timely fashion 	<p>Ensure orders are picked, packed and checked with minimal errors.</p>

<p>Client Management</p> <p>With the leadership team at the site, assist with managing clients in a professional and proactive way.</p>	<ul style="list-style-type: none"> • Understanding client performance (positive / negative). • Continually seek opportunities to increase customer satisfaction and build client relationships. • Build a knowledge base of each client's business, organisation and objectives. • Ensure all client requests, phone calls and customer collections are handled promptly and correctly. • Collect and prioritise new orders, including actioning urgent orders and customer collections. • Pick, pack and check orders ensuring minimal errors are made. • Ensure order cut-off times are met; and, where necessary and practicable, help send out orders received after this time. • Ensure site / freight claims are fully investigated and actioned in a timely manner and steps are implemented to reduce / prevent further claims. • Ensure all stock discrepancies are fully investigated and finalised in a timely manner and with the management ensure steps are implemented to prevent further discrepancies. • Assist in stocktakes as required. • Plan for expected inwards goods and co-ordinate the accurate and timely completion of inwards goods processes. • Monitor and investigate picking errors. • Manage returns and ensure all returns are on-charged (if appropriate). 	<p>Build a knowledge base of each client's business and ensure that this speciality is evenly mixed through -out staff</p>
<p>People Management</p> <p>Guidance to leading staff at your Site by either the site manager/2IC</p>	<ul style="list-style-type: none"> • Provide leadership by establishing clear expectations and demonstrating warehouse best practices and safety-conscious behaviour. • Comply with all Health and Safety and Security directives, and pro-actively seek solutions to situations not provided for • Facilitate team meetings (in the absence of Site Manager/2IC) to keep team well-informed of business/client news. • Exposure to understanding how to communicate difficult / sensitive information tactfully. 	

	<ul style="list-style-type: none"> • Identify opportunities for improvement and make constructive suggestions for change. 	
<p>Communication: Ensure that your Manager is kept informed on significant issues relating to site.</p>	<ul style="list-style-type: none"> • Assist the Site Manager with information to enable the site to provide a Daily Site Summary. • Attend and contribute to monthly, quarterly and any training meetings • Keep up to date with the internal newsletter of WON and make sure the staff have access to a copy • Ensure appropriate person is informed if any client is at risk. 	
<p>Other duties:</p>	Carry out any other duties and tasks that relate to the overall efficiencies of the business.	

PERSON SPECIFICATION

<p>Core Behaviours:</p> <ul style="list-style-type: none"> • Teamwork – identify opportunities and take action to build operational relationships between the business, sites or teams to help achieve shared goals. • Achieving Results – sets challenging goals for self and understands performance expectations. • Effective Communication – understands and communicates their role and message to the wider organisation. • Effective team player. • Trustworthy. • Ability to think logically and multi-task under stress.
<p>Core Qualifications, technical skills, knowledge & ability:</p> <ul style="list-style-type: none"> • Experience in warehouse with some leadership skills. • Degree in Distribution and logistics – not essential. • Commercial decision making – demonstrates an understanding of business operations. • Client management or strong Customer Service experience. • Excellent relationship-building skills and the ability to relate constructively to all levels of the business. • Proven experience to plan, undertake and finish activities and to achieve high quality results. • High Level of computer literacy – MS Office, H&S related technical applications and systems.

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.

Employee declaration:

I have read, understood and agree to abide by this position description at all times.

Employee signature:

Date: