

Location:	Christchurch
Title:	Storeperson
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 people, clients and partners	To enable our clients’ success by delivering premium logistics services	Positive Responsive Innovative Dependable Entrepreneurial

<p>PURPOSE OF THE POSITION – Storeperson</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>PEOPLE REPORTING TO THIS ROLE</p> <p>Currently nobody reports to this role.</p>

Key Accountabilities / Responsibilities <i>(What is to be achieved)</i>	Key Tasks <i>(How is it achieved)</i>	Measures <i>(KPI's)</i>
Site Operations	<ul style="list-style-type: none"> ⊕ Pick, check, pack and dispatch 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. ⊕ Prioritise previous days' orders, urgent orders and customer collections as directed. ⊕ Ensure order cut-off times are met; where necessary and practicable, help dispatch orders received after this time. ⊕ Devan containers. ⊕ Load and unload trucks. ⊕ Stock rotation. ⊕ Rework, labelling and pricing. ⊕ Ensure stock is maintained in a clean, tidy and orderly manner. ⊕ Ensure all administration duties are carried out in an accurate and methodical manner. ⊕ Comply with all policies and procedures, including those relating to distribution of medicines and /or handling of dangerous goods, where applicable. ⊕ Comply with all pick/pack, despatch and freight practices and processes. 	<p>Ensure orders are picked, packed and checked with minimal errors.</p>
Client Knowledge Assist with providing customer service in a professional and proactive way.	<ul style="list-style-type: none"> ⊕ Continually seek opportunities to increase customer satisfaction. ⊕ Build a knowledge base of each client's business, organisation, and objectives. 	<p>Build a knowledge base of each client's business in your site</p>
Health & Safety	<ul style="list-style-type: none"> ⊕ Comply with all Health and Safety and security practices. ⊕ Pro-actively seek solutions to mitigate Health & Safety events. 	<p>Ensure all health & safety risks have been communicated to your manager and added into Mango.</p>

Communication	<ul style="list-style-type: none"> ⊕ Attend and contribute to monthly, quarterly and any training meetings. ⊕ Keep up to date with the internal newsletter (The Onliner). ⊕ Ensure client issues or risks are identified and notified to the appropriate person. 	
Other duties	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 – identifies opportunities and takes 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. ⊕ 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"> ⊕ Ideally, experience in warehousing. ⊕ Decision making – demonstrates an understanding of business practices and processes. ⊕ 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. ⊕ 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, Innovative, 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.