

Position Description



Forklift Operator – Supply Chain

Date	May 2025
Purpose of Position	<ul style="list-style-type: none">• The safe and timely receipt and delivery of products to and from our stores.• Packing of shipping containers as requested by our customers.• Maintaining the upkeep and cleanliness of the stores to adhere to the policies and procedures set by regulatory authorities, our customers and Port Otago.• Maintaining accurate receipting, despatching and stock control of all products in Port Otago Warehouses. <p>The operator could be required to work in any Port Otago warehouses in Port Chalmers, Sawyers Bay, Mosgiel or Dunedin.</p>
Reports to	<p>The operator will predominantly report to one of the below supervisors, but may report to any of the below supervisors on a day-to-day basis if required to work in other Port Otago warehouses:</p> <ul style="list-style-type: none">• Warehouse Supervisor (MDF/Timber)• Warehouse Supervisor (Sawyers Bay)• Warehouse Supervisor (Dairy)• Cold Store Supervisor• Depot Supervisor (Mosgiel)
Key Relationships	<ul style="list-style-type: none">• Warehouse Supervisors• Warehouse Administrators• Warehouse Manager• Stores Assistants• Warehouse Team Leaders• External contractors (truck drivers, external labour hire)
Direct Reports	<ul style="list-style-type: none">• Nil

Core Responsibilities

Health & Safety	<ul style="list-style-type: none">• Takes responsibility for own and others safety.• Follow all Port Otago Health and Safety guidelines and procedures.• Reports and escalates Health and Safety issues to Team Leaders, Supervisor, and/or Manager (everybody's responsibility in every situation).• Report all incidents, Injuries and near misses accurately and in a timely fashion.
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	<ul style="list-style-type: none"> • Participate in injury management processes and accept first aid when reporting work related pain or discomfort and harm. • Participates in site inductions and on-going health and safety related training programmes. • Ensure strict adherence to safety standards, statutory and legislative requirements & Port Otago policies and procedures. • Comply with work area PPE requirements. • Follow the "Take 5" personal task hazard process. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Attendance & involvement at all team Health and Safety meetings. • Present to work in a fit state free from risk of impairment due to fatigue, drugs & alcohol. • Have a good knowledge and understanding of work area procedures as outlined in relevant Product Safety Programmes to ensure we are always compliant with MPI regulations. • Ensure all incoming product is in an acceptable condition and is suitable to be stacked in accordance with our safe stacking guidelines. Any defective product should be accessed before being unloaded and if deemed unsuitable sent away. • Any out of specification product should only be stacked after a Take 5 has been completed. • Bulk stacks in our warehouses should be inspected daily to ensure they are stable and have no risk to person or product.
Customer Service	<ul style="list-style-type: none"> • Display a mature and positive attitude towards customer service. • Contribute to achieving 100% accuracy within the store to ensure we keep our trademark of world class customer service. • Promote a positive focus and contribute productively and collectively towards achieving a high standard of customer service. • Represent Port Otago in a positive and professional manner to all parties. • Ensure effective relationships are maintained with customers and other service providers. • Ensure excellent working relations between direct team and other kaimahi.
Operational Procedures	<ul style="list-style-type: none"> • Operate all equipment in a safe and proper manner. • Be familiar with the receipt, delivery and storage of import/export products. • Monitor storage methods. Ensure rows are being stacked at the correct heights with the appropriate gaps in between rows. • In consultation with the Warehouse Supervisor or Team Leader, coordinate consolidation of orders as per the customers instructions to ensure deadlines are met.

	<ul style="list-style-type: none"> • Ensure that the correct labels are being used for the dispatch of product as per the order instructs. • Ensure the correct operator and grade of containers are being used for the dispatch of product as per the order instructions. • Adhere to the operational procedures within the store and promote a consistent standard of receipt, delivery and storage of product. • Keep up to date and familiar with the customer systems, product and shipping requirements. • Participate in conducting regular and accurate receipting, despatching and stock control of product. • Adhere to all regulatory processes to ensure all product meets export requirements. • Ensure activity charges are applied correctly where required.
Product Dispatch	<ul style="list-style-type: none"> • Liaise with relevant Team Leader or Warehouse Supervisor regarding orders being despatched to other stores and Ports as requested. • Assist in the organisation of dispatching product for inter-storage transfers.
Team Contribution	<ul style="list-style-type: none"> • Develop open honest and respectful working relationships with all team members and members of the wider management group. • Represents team activities appropriately providing support. • Promote a cohesive and inclusive team culture with colleagues.
Personal Development	<ul style="list-style-type: none"> • Plan developed identifying goals, actions and timelines in conjunction with your manager. • Participates constructively performance review meetings and demonstrates behaviours which support continuous improvement.

Key Performance Measures

Health & Safety	<ul style="list-style-type: none"> • To always have safe work practices and to be a role model for others. • All incidents, injuries & near misses are reported promptly and accurately. • All hazards identified are reported immediately. • Follow policy and procedures to enable a culture of failing safely. • Self-report when there is a risk of impairment from fatigue, or drugs & alcohol.
Operational Performance	<ul style="list-style-type: none"> • Safe, efficient and productive operation. • 100% container and pack accuracy. • 100% in store stock accuracy.
Teamwork	<ul style="list-style-type: none"> • Works collaboratively to achieve the common goal.

	<ul style="list-style-type: none"> • Shows respect for what others are trying to achieve by actively listening and responding constructively. • Develop open and honest working relationship with other kaimahi. • Maintains good working relationships including good co-operation and communication between teams. • Looks for opportunities to help other teams. • Maintains a safe and tidy working environment.
Values	<ul style="list-style-type: none"> • Acts within the Port of Otago values at all times. • Punctual time keeping for work and scheduled meetings. • Contributes positively to team meetings and Health and Safety meetings.