

Position Description



Warehouse Administrator

Date	October 2025
Purpose of position	The Warehouse Administrator is responsible for the efficient day to day recording and management of receipt and delivery of goods and will ensure a high level of service is delivered to all internal and external customers.
Reports to	Warehouse Supervisor
Key Relationships	- GM Operations - Change Operations Lead - Warehouse Team Leaders - Forklift Operators
Direct Reports	Nil

Core Responsibilities

Health & Safety	- 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 Supervisor/Manager (everybody's responsibility in every situation). - Participate in injury management processes and accept first aid when reporting work related pain or discomfort and harm. - Report all incidents, injuries and near misses accurately and in a timely fashion. - Participates in site inductions and supports 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 and alcohol.
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Compliance & Quality	• Contribute to ensuring all regulatory authority requirements are met and ensure audit outcomes are satisfactory and have acceptable outcomes. • Ensure systems and procedures within the stores are in place to achieve best practice in inventory record control.
Administration Procedures	• Maintain quality systems to ensure safe and accurate inventory control. • Ensure accurate inventory control that allows traceability of all product history and correct product loaded against orders. • Ensure all inventory transactions are captured in an accurate and timely manner that meets and/or surpasses the expectations of the customer. • Ensure all invoicing is captured and completed in an accurate and timely manner. • Prepare and submit all regulatory documents to meet customer requirements. • Assist with labelling and ensure all product labels are created and checked for all inwards and outwards goods. • Liaise with container suppliers and transport operators to ensure empty and full containers are delivered to and from site to meet packing requirements and port cut-offs. • All information relating to empty and export containers must be 100% accurate. • Assist with Purchase Orders and Debtor management to ensure accurate and timely payment. • Escalate any stock inaccuracies or administration issues to ensure prompt corrective actions are implemented. • Daily reconciliation of inwards and outwards goods and product damages. • General office and administration duties including Microsoft Office functions where required. • Assist with administration duties in other areas of the Supply Chain as required.
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. • 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.

Personal Development	• Plan developed identifying goals, actions and timelines in conjunction with your manager. • In partnership with Warehouse Supervisor, take responsibility for developing own personal development plan through Connect Conversations.
Team Contribution	• Develop open honest and respectful working relationships with all team members and members of the wider management group. • Promote a cohesive and inclusive team culture. • Represent Port Otago activities appropriately by providing support and sponsorship of agreed decisions and directions. • Actively promote Port Otago policies of health and safety, quality and environment. • Actively listen to other people's ideas and contribute positively to team activities. • Be polite and courteous to all team members to maintain a professional environment. • Actively support the Port Otago values through behaviour and actions. • Raise any suggestions to supervisor for streamlining or safety improvements of systems and/or processes.

Key Performance Measures

Health & Safety	• 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. To always have safe work practices and to be a role model for others.
Quality	• To maintain a very high level of quality control. • To promote quality at all levels. • 100% compliance to MPI and RMP requirements in relation to documentation requirements.
Administration Performance	• Meet customers' requirements and expectations. • Achieve 100% accurate inventory control. • Manage empty containers to ensure that deadlines and shipments are met. • Manage container delivery to meet Port Cut-Off's and information requirements. • Invoicing is accurate and within specified timeframes.

	• Make efficient, logical decisions to ensure all orders meet deadlines. • KPI indicators are accurate and within the specified timeframes • Achieve all customer requirements for each order.
Customer Service	Ensure that customer requirements are met by: • Complying with container turnaround times (i.e., all relevant paperwork completed, and trucks booked). • Meeting work requirements and standards. • Customer is dealt with in a pleasant and courteous manner. • 100% customer satisfaction.
Values	• 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.
Teamwork	• Works collaboratively to achieve the common goal. • 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.