

**Operations Department**

Position Title:	<b>Warehouse Supervisor</b>
Reports To:	<b>Warehouse Manager</b>
In Absence of Above:	General Manager
Location of Employ:	54 or 197 Glenda Drive, Queenstown
Hours of Work:	8-10 hours per day
Days of Work:	5 shifts per week according to the roster
Responsible For:	<ol style="list-style-type: none"> <li>Operational supervision of the team ensuring that all procedures are followed and standards met</li> <li>Achieving Expected Results</li> </ol>

**Company Vision**

“We will be the very best foodservice distributor by being innovative and responsive to the interest and continued success of our customers, which in turn will provide for the success of our co-workers, suppliers and community”

**Position Summary**

To ensure that orders are picked, packed, loaded and despatched on time meeting service standards and deadlines. To ensure that all inwards goods receiving processes are completed accurately and in a timely manner, stock is correctly rotated, stored and labelled and the warehouse is replenished. To assist with the training, coaching and performance management of the warehouse team in order to ensure that Bidfood quality and customer service standards are met. To assist with identifying and implementing systems that result in reduced picking errors, dated, missing and damaged stock and that maximise the efficiency of the warehouse.

**KEY RESPONSIBILITIES AND EXPECTED RESULTS:**

<b>KEY RESPONSIBILITY</b>	<b>EXPECTED RESULT</b>
<b>Ensure that all customer orders are made up and in the dispatch area within timeframes</b>	<ul style="list-style-type: none"> <li>All orders are accurately picked, weighed, packed, labelled and invoiced meeting deadlines</li> <li>Minimal customer complaints related to damaged product or incorrect picking, packing or labelling</li> <li>Orders are prepared and correctly stored for next deliveries</li> <li>Notes of relevant matters left for next shift supervisor</li> <li>Sufficient packaging supplies are available</li> </ul>
<b>Ensure that shelf stable and chilled or frozen products are accurately checked, temperature tested as required and stored.</b>	<ul style="list-style-type: none"> <li>Accurate records of all stock received are kept including quantities, weight, quality and temperature checks</li> <li>Any discrepancies or non-conforming product is reported through the correct Food Safety (FSP) and/or Bidfood systems to ensure suppliers are informed within the timeframes, product is returned or destroyed as per procedures and accurate credits/charges are made</li> <li>Product is labelled and correctly stored including</li> </ul>

	<p>rotation of stock, identification of dated stock and removal of any sub-standard product</p> <ul style="list-style-type: none"> <li>• Date checks are made on stock as per FSP to ensure stock quality, rotation and stock levels</li> <li>• Accurate stock takes are completed as per schedules</li> <li>• Forklift and reach Trucks are safely and efficiently utilised to ensure warehouse space is maximised</li> <li>• Pallets stored above pick face are clearly labelled</li> </ul>
<b>Picking faces are replenished with correct stock levels</b>	<ul style="list-style-type: none"> <li>• Sufficient stock is bought down and stored in correct locations</li> <li>• Excess stock in racking is clearly labelled and stored in racking close to picking or replenishment area.</li> <li>• Warehouse is kept clean, tidy and all rubbish is removed.</li> </ul>
<b>Provide leadership and feedback to ensure the performance of the team</b>	<ul style="list-style-type: none"> <li>• Prospective employees are assessed for suitability through work samples</li> <li>• New staff are trained on effective picking, weighing, recording, packing and labelling of products</li> <li>• All training records are accurately maintained and staff are given clear and specific feedback on progress and next steps</li> <li>• The team is encouraged, motivated and led by example to deliver consistently high standards of accuracy and efficiency as measured by customer feedback, meeting run deadlines and cleanliness and organisation of the area</li> <li>• Staff have their breaks at the scheduled time</li> <li>• Staff receive effective feedback (through contribution to Performance Appraisals, team and 1-1 meetings) including praise where deserved and clear, specific, constructive guidance where improvements are needed</li> <li>• Wage costs and wastage are minimised through effective delegation and control</li> <li>• Morale and productivity is high, and staff turnover low as measured by exit interviews and informal feedback</li> <li>• A high standard of tidiness and cleanliness is maintained throughout the area with all Food Safety procedures adhered to</li> </ul>
<b>Develop and maintain excellent internal relationships</b>	<ul style="list-style-type: none"> <li>• Dispatch Managers, Procurement, Customer Service and Sales team are given plenty of notice of any problems with products or meeting run deadlines</li> <li>• Constructive contribution is made to department meetings</li> <li>• Assistance is provided to other departments as required for the greater good of the branch</li> </ul>
<b>Provide assistance in other areas as required</b>	<ul style="list-style-type: none"> <li>• Complete delegated tasks and projects as agreed</li> </ul>
<b>Complies with Health &amp; Safety, HACCP and other relevant legislation</b>	<ul style="list-style-type: none"> <li>• All FSP cleaning schedules are adhered to including chillers, packing &amp; dispatch area, vehicles, crates and yard</li> <li>• Staff are trained in the safe use of plant and equipment and adhere to all company policies and procedures including use of vehicles</li> </ul>

	<ul style="list-style-type: none"> <li>• Any health, safety, security issues or accidents are investigated and reported through the appropriate reporting and action methods</li> <li>• Fully conversant and compliant with company and department H&amp;S and FSP procedures, policies and directives</li> <li>• Actively promoting safe work practices and compliance with FSP within department</li> </ul>
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The organisation recognises that over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate quicker and more efficiently at the job they hold. This will free up time that could be used to develop and enhance the skills, knowledge and abilities of the employee. As a consequence of this, and because the organisation is interested in developing each employee to their full potential, each employee, will from time to time, be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities. These extra duties will be discussed between the employee and his/her immediate manager, and the decision to allocate them will be taken jointly.

**PERSON SPECIFICATION DESPATCH SUPERVISOR**

	ESSENTIAL	DESIRABLE
Educational/Technical Qualifications	<ul style="list-style-type: none"> <li>• Current Forklift License</li> </ul>	<ul style="list-style-type: none"> <li>• Class One Drivers License</li> <li>• Class Two Driver Licence</li> </ul>
Work Experience	<ul style="list-style-type: none"> <li>• Experience with Bidfood or similar wholesale distributor systems</li> </ul>	<ul style="list-style-type: none"> <li>• Training and performance management of staff</li> </ul>
Interpersonal Skills	<ul style="list-style-type: none"> <li>• Displays self motivation, high energy levels and a strong desire to achieve excellent results</li> <li>• Consistently portrays a positive impression and achieves desired outcomes by communicating effectively with a wide range of people despite language and other difficulties</li> <li>• Displays flexibility to meet the needs of the business</li> <li>• Prioritises tasks to meet deadlines to agreed standards whilst being flexible and adapting to changing demands</li> <li>• Remains calm, productive and focused in pressured situations achieving desired outcomes and maintaining positive relationships</li> <li>• Displays a high level of integrity, honesty and reliability resulting in effective internal and external relationships</li> <li>• Applies effective systems and checklists to ensure details are not overlooked</li> </ul>	
Technical Skills	<ul style="list-style-type: none"> <li>• Intermediate level competence with computer systems</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

Agreed by:	Warehouse Supervisor _____	Date _____
	Manager _____	Date _____