

Position Description

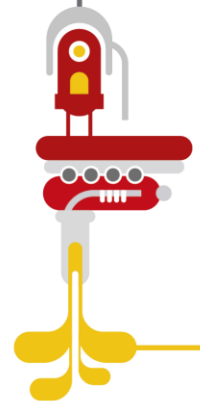
Position Title:	Warehouse Support Person
Reports To:	Branch Operations Manager
Direct Reports:	N/A
Internal Relationships:	Senior Leadership Team Warehouse Team Leader Management Team (Finance Administration, Marketing, Technical) Support Office Team Business Managers Sales Managers, Branch Staff
External Relationships:	Customers Distributors Suppliers

WE EXIST TO...

BE THE BEST LUBRICANT COMPANY IN NEW ZEALAND – BEST PEOPLE, BEST EMPLOYER, BEST KNOWLEDGE AND BEST PRODUCT.

EXCEPTIONAL PERFORMANCE FOR US MEANS ...

- Our people love working here
- Everyone goes home safely each night to their families
- All the major players are our customers
- Our brand, technical expertise and the service we provide is well known and makes our competitors nervous
- We are on every tender list (worth being on) and we win 90% of the time
- We have unparalleled levels of customer retention our goal is no less than 95%



Our Pillars



Key Purpose

To support warehouse operations ensuring goods are available, correctly stored, and despatched according to orders or stock transfer requirements, with full compliance maintained at all times.

To provide an exceptional sales, delivery, and order processing service to customers, utilising these interactions to obtain market feedback, and identify opportunities for further business development.

To assist with identifying and promoting opportunities for continuous improvement, and developments in the performance and productivity of the branch.

To play an active role in developing a high-performing people culture, providing outstanding levels of service to customers, and collaborative support to the Total Oil NZ team.

Experience/Qualifications/Skills

- A clean and full class 1 drivers' licence (minimum) is required, plus a forklift endorsement would be advantageous.
- Previous experience in a warehousing, customer service or delivery role would be desirable however not required. Additional experience in driving delivery trucks, utility vehicles and forklifts would also be advantageous.
- Sound computer skills are required with the ability to learn new tools and systems. In this role you will work with inventory management software, order processing systems, and customer databases. Previous experience conducting stocktakes would also be an advantage. A strong service orientation, with a genuine

interest in developing a career in the logistics, operations, or sales space is desirable, along with a flexible, resourceful, 'can do' approach, and the ability to juggle multiple priorities.

Key Result Area	Key Tasks
Customer Focus	<ul style="list-style-type: none"> • Assist with building and maintaining effective relationships with key customers, suppliers and distributors supporting mutually beneficial relationships over the long term. • Ensure all external and internal customer needs are clearly understood to assist with providing value added service and advice. • Deal with customer complaints in a timely and appropriate manner, ensuring a solution is reached that maintains the integrity of the relationship, and upholds the Total Oil NZ brand. Escalate customer issues when necessary to Branch Operations. • Seek creative ways to identify opportunities, improve efficiencies, and deliver outstanding service to customers. • Ensure all customer information is documented and regularly updated in the CRM system
Continuous Improvement	<ul style="list-style-type: none"> • Actively seek ongoing mentoring and training opportunities to enhance specialist operational and technical expertise. • Assist with the monitoring and ongoing development of quality systems and procedures to drive efficiencies and enhance the customer experience. • Ensure resources are used wisely and cost effectively, and that wastage is minimised.
Teamwork	<ul style="list-style-type: none"> • Contribute to a positive and supportive working environment by displaying a proactive and helpful attitude at all times.
Warehouse	<ul style="list-style-type: none"> • Ensure all stock is accounted for, stored, stacked and rotated according to set specifications with any anomalies or issues identified and reported. • Assist with the monthly stocktake process. • Assist with the maintenance and regular updating of site plans detailing stock locations. • Assist with the checking of inwards and outwards stock for quantity and quality ensuring any issues are escalated as appropriate. • Ensure spills and damage are dealt with appropriately, and that warehouse equipment (including forklifts) are maintained to meet service requirements.
Delivery Services	<ul style="list-style-type: none"> • Provide timely and efficient deliveries to all customer in keeping with company service targets. • Identify and explore opportunities for further sales through customer interactions and market feedback. • Meet all driver expectations as detailed in the company and legislative manuals and codes of practice. • Ensure all products being transferred between containers/tanks are checked for accuracy of product for transfer and location of openings to prevent spillage. • Ensure all company delivery vehicles are kept clean, tidy and compliant. • Complete pre-start vehicle checks daily, plus report and resolve any faults. • Ensure maintenance schedules are rigorously adhered to. • Keep log books up-to-date and available at all times.
Ad hoc Projects & Other Duties	<ul style="list-style-type: none"> • Specific projects are undertaken as directed by Branch Operations. • Other duties are performed as and when required.
Health & Safety Compliance	<ul style="list-style-type: none"> • Take personal responsibility for ensuring a safe working environment is maintained at all times to reduce the risk of injury and accidents. • Actively promote a 'safety first' culture, including ensuring all visitors are aware of worksite health & safety requirements. • Ensure PPE is correctly worn at all times.

Competency	Definition
Customer Focus	<ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers. Gets first-hand customer information and uses it for improvements in products and services. Acts with customers in mind. Establishes and maintains effective relationships with customers and gains their trust and respect.
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions. Can see hidden problems, is excellent at honest analysis, and looks beyond the obvious. Doesn't stop at the first answers.
Organising	<ul style="list-style-type: none"> Can marshal resources (people, funding, material, support) to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently arranges information and files in a useful manner.
Composure	<ul style="list-style-type: none"> Is cool under pressure and does not become defensive or irritated when times are tough. Is considered mature and can be counted on to hold things together during tough times. Can handle stress and is not knocked off balance by the unexpected. Doesn't show frustration when resisted or blocked. Is a settling influence in a crisis.
Standing Alone	<ul style="list-style-type: none"> Will stand up and be counted. Doesn't shirk personal responsibility and can be counted on when times are tough. Willing to be the only champion for an idea or position. Is comfortable working alone on a tough assignment.
Time Management	<ul style="list-style-type: none"> Uses his/her time effectively and efficiently. Values time. Concentrates his/her efforts on the more important priorities. Gets more done in less time than others. Can attend to a broader range of activities.
Learning on the Fly	<ul style="list-style-type: none"> Learns quickly when facing new problems. A relentless and versatile learner who is open to change. Analyses both successes and failures for clues to improvement. Experiments and will try anything to find solutions. Enjoys the challenge of unfamiliar tasks. Quickly grasps the essence and the underlying structure of anything.
Initiative	<ul style="list-style-type: none"> Able to actively influence events and outcomes rather than passively accept things. Sees opportunities and acts on them. Originates effort.
Ethics and Values	<ul style="list-style-type: none"> Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times. Acts in line with those values. Rewards the right values and disapproves of others. Practices what he/she preaches.