

Job Description: Warehouse Supervisor



Our Vision: Deliver innovative supply chain solutions.

Our Purpose: We are here to help you succeed.

Our Mission: Develop great people that deliver exceptional results.

We live our Core Values of **Honesty, Respect, Sharing Passion, Taking Pride and working as a team.**

Job Title: Warehouse Supervisor

Department: Warehouse

Group/Team: Warehouse Christchurch

Responsible to: Warehouse Manager

Responsible for: Store Person(s) in a specific area

Job Objective: The key responsibility of a Warehouse Supervisor is to ensure the operation of the warehouse is fulfilling the company’s vision, mission, values and objectives by closely working with the Warehouse Manager and following their instructions. The job holder is accountable for using their knowledge, skills and experience to ensure the warehouse is a safe environment for all workers and visitors at all times and all operational functions are accurately completed.

A key part of the role is to apply skills and attributes to successfully perform their duties including effective Leadership, Organisation, Communication and Collaboration whilst specifically leading and organising a team of Store Persons in a specific area of Sorted’s warehouses. The job holder must ensure all equipment is managed effectively, professional timely communication occurs and all Ministry of Primary Industries (MPI) requirements are always fulfilled.

Key Responsibilities:	What success looks like:
Maintain and grow Sorted’s culture in line with company values.	<ul style="list-style-type: none"> • ‘Can do’ attitude and willingness to go the extra mile to achieve our vision. • Demonstrate our values of honesty, respect, working as a team, taking pride, passion. • Treat the business as your own and show that you care about what we are aiming to achieve.
Health and Safety practices are being followed at all times.	<ul style="list-style-type: none"> • Always promote KOMS and a high standard of conduct from all stakeholders. • Demonstrate a safety attitude in everything you do and ensure your staff adhere to all H&S rules. • Train staff in Safe Working Practices (SWPs), sign off training and maintain records. • All new recruits are inducted and trained to a high standard and made aware of policies and standard procedures relevant to their employment. • Ensure operation meets Health and Safety standards in a safe professional manner. • Stay up-to-date with Sorted’s safety regulations and contractors and customers onsite. • No loss time occurs due to work related injuries. • Report all risks and incidents within 24 hours of identification. • Adherence to Health and Safety rules and all incidents, hazards, near misses are being reported.

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	<ul style="list-style-type: none"> • Treat severe hazard risks as a matter of urgency and methodically investigate risks to establish the root cause then act to eliminate or minimise the risk. • Wearing correct PPE on ALL Sorted sites and Customer's sites. • Look out for other team members related to safe behaviour.
Take an active Leadership role	<ul style="list-style-type: none"> • Inspire a small team by leading and driving the staff to excel through a demonstration of excellent communication skills, honesty, empathy, accountability and a willingness to learn. • Create a culture of competence and willingness to go the extra mile in line with our vision. • Direct, organise, and distribute the workload and lead the team to meet KPIs. • Assume the Warehouse Manager's role when they are off-site, on leave etc. • Lead and motivate warehouse team within a time sensitive and demanding environment, promoting excellence. • Identify staff development needs and promote staff for development.
Support of Leadership of the Warehouse operation	<ul style="list-style-type: none"> • Ensure customer KPI targets are met. • Ensure Company standard operating procedures are followed by staff at all times. • Ensure stock accuracy is maintained and regular cycle counting and stocktakes are carried out in accordance with customer expectations. • Backup to Warehouse Manager when required
Train staff on customer Standard Operating Procedures (SOP); Warehouse systems and other areas of the business	<ul style="list-style-type: none"> • Ensure all staff are trained and SOP's are signed & submitted to H&S. • Ensure staff adhere to SOP's and achieve agreed customer KPI's. Staff are also trained and developed in other areas of the Warehouse. • Support Warehouse Manager with evaluating each staff performance to ensure company and health and safety standards are being met. • Provide systems training to Store Person Black Belts when required.
Take responsibility for Security of sites	<ul style="list-style-type: none"> • Warehouse doors are locked when no one is working inside and alarms are set when last person leaves site. • No one is allowed on site without permission. • Gates and doors are shut.
Take responsibility for Cleanliness of our sites	<ul style="list-style-type: none"> • Clean as you go. • Warehouses and cafeteria are kept clean and tidy. • Warehouse aisles are cleaned daily and waste is placed in relevant skip bins. • Remind others if their standards are slipping.
Accurate Receipting of customers' stock	<ul style="list-style-type: none"> • All stock receipted into the warehouse is checked against a packing slip to confirm the correct stock-keeping unit (SKU) and the quantity as well as to ensure good condition.

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	<ul style="list-style-type: none"> • Stock must be accurately recorded in the warehouse Management System (WMS) immediately after receipting. • Any damages are reported immediately after receipting, to the customer and appropriate action is taken.
Accurate Processing of customers' stock	<ul style="list-style-type: none"> • All stock receipted into the warehouse is put away as per the Customers instructions and requirements. • All stock must be physically placed in a location. • The stock SKU and quantity must be accurately recorded against a location in the WMS. • All system requirements are followed. • Stock is put in the correct place, safely. • Pallets are wrapped correctly. • Pallets are in a safe condition. • Information provided to the customer must be accurately recorded and timely.
Accurate and timely processing of all Containers .	<ul style="list-style-type: none"> • Containers are devanned in a timely manner to not incur additional charges. • Condition of stock received is of a good standard and when relevant all MPI requirements are complied with. • Containers are safely devanned • All MPI requirements are followed. • All customer requirements are followed (devanning, sorting). • Good Container Mangement
Accurate Picking of customers' orders	<ul style="list-style-type: none"> • All customer orders must be picked from the specific location accurately at the relevant time to ensure they are dispatched to meet customer expectations. <ul style="list-style-type: none"> ○ Correct product picked and any missing product traced. ○ Picking schedule according to customer's needs. ○ No errors. ○ All orders picked effectively and subsequently scanned as required. • All customer orders picked must be checked by another person to ensure that the order has been picked correctly. • All Flow to be picked First In First Out (FIFO) and in safe manner. • Tasks are signed in and out and pallets are stacked correctly. • Stock is removed correctly. • All pallets are built to customers' requirements, as per SOP. • Any unsafe and unstable pallets to be rebuilt as required.
Timely and accurate Dispatch of customers' orders	<ul style="list-style-type: none"> • All orders picked must be dispatched at a relevant time to meet customer expectations and in line with the Transport team's instructions. • Orders must be accurately recorded in the WMS immediately. • All orders are scanned, procedures followed, and safe to dispatch. • Includes the cheapest way to send goods as appropriate.
Ensure effective management of MHE	<ul style="list-style-type: none"> • MHE use is maximized for optimal efficiency.

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	<ul style="list-style-type: none"> • Ensure MHE and their operation is compliant with all legal requirements and company policies and procedures relating to their use are followed. • Only trained and certified workers are to operate MHE. • All MHE are checked daily, maintained and serviced to ensure they are safe to operate. • Daily log book is completed. • Equipment is used in safe and professional manner. • MHE is used for correct tasks.
Effective use of systems.	<ul style="list-style-type: none"> • Learn and use the system(s) in place effectively and efficiently • Be comfortable with software and be able to use the system(s) on an ongoing basis.
Ensure Sorted is successfully meeting customer expectations	<ul style="list-style-type: none"> • Customers' expectations and requests are managed as timely and efficiently as possible. • Any other reasonable request by customers or work colleagues is completed in a timely and efficient manner.

Key Relationships	
External	Drivers Customers Suppliers
Internal	Operations Manager Warehouse Manager(s) Other Warehouse Supervisor(s) Store People Transport Team Compliance People & Culture Drivers

Key Skills / Attributes / Specific Competencies	
Expert Level	<ul style="list-style-type: none"> • Be able to develop, train and communicate company procedures.
Advanced Level	<ul style="list-style-type: none"> • Exceeds and maintains KPI's in all areas • Passes all Store Person Belt requirements
Working Knowledge and attitude	<ul style="list-style-type: none"> • Solve problems in the system. • Be able to follow practices and run areas independently. • 100% competence in site's systems • Health and Safety practices • Good organisational skills • Good communication skills • Enjoy practical and manual work • Have the ability to keep detailed and accurate records • A good eye for detail

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	<ul style="list-style-type: none"> • Be able to lead a small team • Positive attitude • Committed to safety • Willingness to learn <p><i>Dependent on position:</i></p> <ul style="list-style-type: none"> • Must be able to lift 16kg and carry for maximum of 20 meters.
Awareness	<ul style="list-style-type: none"> • Follow H&S procedures and ensure others are doing the same. • Sorted's culture • Effective teamwork

Required Qualifications and Experience

Experience	<ul style="list-style-type: none"> • Previous experience in a similar Warehouse position • Previous experience within the Supply chain and logistics industry preferred • Previous experience operating a variety of Material Handling Equipment (MHE)
Qualifications	<ul style="list-style-type: none"> • Crown Reach Forklift OSH • Authorised Person (MPI) desirable • First Aid Certificate desirable • An understanding of Health & Safety regulations