



Position Description

POSITION TITLE : STOREPERSON / FORKLIFT OPERATOR

REPORTING LINE: WAREHOUSE SUPERVISOR

POSITION OBJECTIVES: To ensure the efficient, effective warehouse activities resulting in excellent customer service which will ultimately deliver value and profit to ForestOne.

To ensure the day to day activities comply with ForestOne policy and procedure, comply with current WHS law and regulation.

POSITION PURPOSE : Part of the warehouse team and its functions will ensure excellent customer service ultimately delivering profit and ensuring the name of ForestOne is held in high esteem.

FUNCTION : The role is first and foremost a storeperson role that requires a hands-on approach with some administrative responsibilities.

FUNCTIONAL OVERVIEW:

- 95% Hands on warehouse duties, including some or all of:
- Receiving stock
 - Locating and storing products within the warehouse
 - Replenishing stock
 - Picking and packing customer orders
 - Loading customer deliveries.

5% Workplace Health & Safety, Housekeeping, Administration, Training

DUTIES :

RECEIVING STOCK Unload trucks
Confirm product received is correct and in good order
Accurately label goods
Receive stock into M3 system via scanners

STORING STOCK Locate stock within the warehouse into its assigned location
Process put away or stock move information via scanners

REPLENISHING STOCK Move stock to refill picking locations
Process stock move information via scanners

PICKING AND PACKING ORDERS Pick orders, including manual lifting
Package orders in accordance with the packaging standards
Record picking via scanners
Label orders and complete appropriate paperwork

DELIVERIES & PICK UPS Book transport including completion of consignment notes when required
Load customer orders onto trucks
Check correct goods are being loaded
Ensure load complies with safe loading requirements
Complete invoicing of goods

OTHER REQUIREMENTS Comply all ForestOne Policies and Procedures

Work in a safe and efficient manner

Report any safety risks or hazards to the Safety Committee and management

Ensure the correct and safe use of all equipment at all times

Maintain the cleanliness and condition of the warehouse, its plant and machinery to ensure a safe and efficient work place

Complete pre-start checks on plant and equipment, including Forklifts

Proactively contribute to safer, less costly and more productive workplace initiatives

Ensure the needs of customers, suppliers and other visitors to the site are attended to in a polite and professional way

Ensure ForestOne level of service from the warehouse to our internal or external customers is of a high standard

Operate a saw (after proper training) to cut various panels and packaging materials

Complete all training as requested including induction, safety, product and procedure training

**OTHER
REQUIREMENTS
(Continued)**

Work with Inventory Controller to record damaged stock, incorrect stock and stock returns

Assist with and participate in the annual stock take and periodic cycle counts when required

Contribute to ForestOne's continual improvement programme, including use of CIA system

Support and assist other warehouse employees in the completion of their duties as required from time to time

Complete various other warehousing tasks as reasonably requested from time to time

PERFORMANCE MANAGEMENT & DEVELOPMENT SYSTEM (PMDS) MATRICES:

SKILLS, QUALIFICATIONS AND EXPERIENCE	
Essential:	Desirable:
<ul style="list-style-type: none">• Safe working attitude and approach• Warehouse Experience• Forklift Licence• Basic Numerical Skills	<ul style="list-style-type: none">• Timber Industry Experience• M3 Infor systems• IR product scanning systems• Good communication skills

KEY WORKING RELATIONSHIPS	
Internal	External
<ul style="list-style-type: none">• Warehouse Staff• Inventory Controller• Transport/Despatch Supervisor• Warehouse Supervisor• Logistics Manager• Customer Service Team	<ul style="list-style-type: none">• Customer Pick ups• Local Drivers• External Drivers

FUNCTIONAL WEIGHTING	APTITUDES & PERSONAL BEHAVIOURS
<ul style="list-style-type: none"> • 95% Hands on Warehouse Duties • 5% WHS / Housekeeping / Admin / Training 	<ul style="list-style-type: none"> • Honesty and Integrity • Diligence Reliability • Well organized

PERSONAL COMPETENCIES	FUNCTIONAL/TECHNICAL COMPETENCIES
<ul style="list-style-type: none"> • Accuracy & attention to detail • Ability to follow process & procedures • Effective Communication • Polite 	<ul style="list-style-type: none"> • Product Knowledge • Basic Computer Literacy • Ability to use hand held devices • Ability to complete M3 warehouse functions

KEY PERFORMANCE INDICATORS	
Indicator:	Metric
Work Rate	A selection of the follow appropriate to the duties being performed: <ul style="list-style-type: none"> • Number of orders picked • Number of lines picked • Number of stock moves • Number of pick-ups processed • Number of PO lines put away • Number of GRD's processed • Number of orders loaded
Work Accuracy	<ul style="list-style-type: none"> • Number of errors identified by customer returns/claims • Number of errors identified by stock/location inaccuracies • Number of errors identified by stocktake
Warehouse housekeeping	Tidiness of workspace
WHS Compliance	Injury Register CIA forms Manager/Supervisor feedback WHS committee feedback
Compliance with Procedures and Processes	CIA Forms, manager/supervisor feedback

Last updated by	David Brooker	Date	20 th November 2020
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Signed by Employee: _____ Date: _____

Signed by Manager: _____ Date: _____