

# Storeperson/Salesperson

## Kaiwhakaputu

### WHO WE ARE - KO WAI MĀTOU

At Farmlands - Te Whenua Tāroa our purpose is To be the No:1 buying group for New Zealand Farmers and Growers, and our Vision is To be the go-to for everyone connected to our land. We're always backing Kiwis - rain or shine, year in, year out.

### OUR VALUES – NGĀ UARATANGA

Our values of Be You, Minds Open, and See It Through help us to work as one - helping each other and winning together. We're rural people supporting our rural communities looking after our land and our people.

#### Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

#### Minds open - hinengaro

#### tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

#### See it through -

#### whakamaua kia tīna

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

### POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere: Distribution Centre Manager

Your Team – To tīma: Warehouse Logistics

Direct reports - Kaimahi: Nil

The Storeperson/Salesperson is responsible for efficiently and accurately picking orders and coordinating the dispatch of all transfer orders within agreed timeframes. To sell merchandise to all shareholders/customers, and the delivery of product to shareholders/customers. The accurate receipt of product into the DC, matched to the packing slip supplied.

## KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

**Safety and wellbeing -** Actively contribute to a safety-first culture by:

- Keeping yourself and others safe, and participating in safety and wellbeing activities
- Speaking up if you see something that is not and could injure yourself or others in the workplace
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time

**Haumarutanga**

- Accurate checking and receipting of inwards/outwards goods, with the goods received being confirmed and matched to the order placed and the packing slip supplied
- Ensuring the Distribution Centre Manager is informed of any products that have been depleted, or are close to depletion and/or have been put into a back-order situation
- Communicate with customers, transport operators and service providers as instructed and/or required
- Demonstrate exceptional customer service skills, and continually growing technical product knowledge
- Adopt new technology and champion use of technology with other team members
- Working collaboratively with key areas of business
- Working with the Sales team to support key relationships and customers
- Compliance with the company Health & Safety Policies and Procedures Manual related to Occupational Health and Safety
- To keep and maintain a high standard of site cleanliness for the entire site

**General – Whānuitanga**

Continue to develop personally and professionally by:

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, recording progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

**Professional Development -**

**Whakawhanaketanga**

**These may change from time to time to meet operational or other requirements.**

## WHAT YOU'LL BRING - ĀU ĀPITITANGA KI TE TŪRANGA

**Experience - Āu tautōhitotanga**

- Two years minimum Warehouse experience (desirable)

**Qualifications – Āu tohu mātauranga**

- F Endorsed Forklift licence
- Dangerous Goods licences
- Full drivers' licence

**Knowledge – Āu mōhiotanga**

- Knowledge of logistics and operations and a solid understanding of process and procedure

**Skills –**

- Strong verbal communication skills, in person and via phone.
- Computer literate in MS Office, CMS, POS systems

## Āu pūkenga

### Personal Attributes –

- Customer service orientated and able to relate well to people and build rapport naturally.
- Positive, outgoing, and confident meeting new people.
- Co-operative team player who works seamlessly with team members and stakeholders.
- Embraces change and has a growth mindset.
- Appetite and aptitude for learning and growth.
- Results driven, solution focused and takes ownership.
- Personal pride, willing to go the extra mile and proud to be a Farmlander.
- Affinity for the rural sector.

### Ōu āhuatanga