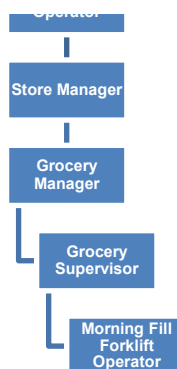


POSITION TITLE	Forklift Operator
STORE	PAK'nSAVE Tauriko
DATE	18 September 2025
REPORTS TO	Grocery Manager
PURPOSE OF POSITION	Responsible for ensuring all required palletised stock is transitioned from the stock room and picking faces to the appropriate aisles thereby ensuring the Morning Fill team is able to fill and merchandise the shelves appropriately in preparation for the day's trading.
STORE VISION	Trust us to proudly provide excellence
STORE VALUES	Excellence, Fun, Integrity, Teamwork

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Department Manager
- Team members
- Other store staff

ACCOUNTABILITIES

OPERATIONAL

- Ensure all required pallets of stock are moved from the store room to the appropriate aisles within the trading floor as required for processing by the Morning Fill team.
- Ensure palletised stock contained on the picking faces within the aisles of the store is also brought down as required for processing by the Morning Fill team.
- Return pallets to the store room once empty and store them in the appropriate area thereby minimising damage to the pallets and ensuring the aisles are kept clear of blockages at all times during trading.
- Ensure damage to the store's fixtures and fittings is minimized through appropriate use of the fork-hoist / pallet jacks.
- Ensure all issues with the fork-hoist are reported appropriately and regular maintenance checks at the commencement of each shift are undertaken.
- Ensure all stock movements are completed prior to trading for the day to allow customers open access to all aisles.
- Ensure all breakages and spillages are dealt with appropriately and that the appropriate areas are cleaned afterwards.
- Clean shelves and undertake other appropriate house-keeping activities as required e.g. sweeping the floors.
- Assist across other areas of the store as required.

COMPLIANCE

- Follow health and safety policy, food safety policy and compliance procedures in the store.

CULTURAL

- Contribute effectively as a team member.
- Live the store values.

PERSON SPECIFICATION**PEOPLE FOCUS****WORKING WITH PEOPLE**

- Is self-aware, approachable and mindful of their impact on others
- Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner
- Is outgoing and supportive; recognising and acknowledging the contribution of others
- Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas
- Listens and communicates openly and proactively
- Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)

CUSTOMER FOCUS**MEETING CUSTOMER EXPECTATIONS**

- Brings everything back to the customer; identifying and focusing upon their needs & expectations
- Actively sets, monitors and maintains consistently high standards of customer service
- Continuously makes improvements for customers; seeking input from staff and customers to do so
- Creates an environment that customers want to shop
- Is responsive to feedback from all sources
- Adopts a “service” mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business

ADAPTING AND RESPONDING TO CHANGE

- Adapts to changing circumstances and accepts new ideas and initiatives
- Tolerates ambiguity
- Adapts personal style to suit different people and situations
- Shows an interest in new experiences

**CO-OPERATIVE
CULTURE****ADHERING TO PRINCIPLES AND VALUES**

- Personally upholds ethics and Foodstuffs Values and accepting nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the store’s success, ownership of problems and self-discipline
- Leads by example in terms of our store values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

QUALIFICATIONS AND EXPERIENCE**ESSENTIAL**

- Fork hoist certification
- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Good command of written and spoken English
- Good basic maths skills
- Unit standard 497
- 1 years’ experience driving fork hoists or equivalent machinery in supermarket or similar

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: