

# JOB DESCRIPTION



<b>JOB TITLE</b>	Stock Controller
<b>STORE</b>	<b>GILMOURS TAURANGA</b>
<b>DATE</b>	2026
<b>REPORTS TO</b>	Store Manager
<b>PURPOSE OF POSITION</b>	<p>The Stock Controller is responsible for ensuring the accuracy and integrity of all stock held within the warehouse through effective monitoring, investigation, and maintenance of inventory records. This role supports the store by maintaining accurate master data, overseeing the QA process for all incoming stock, and ensuring product visibility, availability, and compliance.</p> <p>The Stock Controller works closely with the Inwards Team, Buyers, and Managers, using the Warehouse Management System (WMS) to monitor stock movements, identify discrepancies, and escalate issues to maintain efficient stock flow. This position is vital in supporting operational excellence, minimizing losses, and ensuring product quality for our customers.</p>
<b>STORE VISION</b>	To be Tauranga's most trusted wholesale food & beverage partner. We work hard to earn the trust of our customers. Our customers know they can rely on us to do right by them. They prefer Gilmours for the certainty in what we do, and our integrity in how we do it. We make doing business with us easy for our customers because we understand that our business is only as strong as their business. Our customers' success is how we define our success. It's personal for us.
<b>STORE VALUES</b>	<p><b>Honesty</b> - We will always communicate honestly and openly with our customers, suppliers, and each other. We will deliver on our promises with integrity.</p> <p><b>Respect</b> - We will be professional in our conduct with everyone, every day.</p> <p><b>Customer Focused</b> - Our customers are the centre of all our decisions. We will always work with them in ways that will encourage long-term relationships.</p> <p><b>Enthusiastic</b> - Our goal is to be acknowledged as the best place to work, and to do business with. We will always be willing to go the extra mile.</p> <p><b>Health &amp; Safety</b> - Our people are healthy, live with balance and go home from work safely every day.</p>

<b>ACCOUNTABILITIES</b>	
<b>OPERATIONAL</b>	<ul style="list-style-type: none"> <li>Maintain a high level of attention to detail in all stock-related processes and follow systems and procedures accurately to ensure data integrity.</li> <li>Demonstrate strong organisational skills and a systematic approach to work, applying problem-solving skills when investigating stock issues.</li> <li>Collaborate effectively with Buyers, Inwards Goods, Warehouse Leaders, and other departments to support accurate stock flow and timely resolution of stock-related matters.</li> <li>Maintain accurate stock levels by monitoring WMS data, investigating discrepancies, and ensuring product information and ticketing are kept up to date.</li> <li>Supports regular cycle counts, stock takes, and audits by ensuring stock is counted accurately, documented correctly, and variances are addressed promptly.</li> <li>Monitor stock across all warehouse locations — including staging areas, reserve slots, master slots, credits, and dated stock — to maintain visibility and stock integrity.</li> </ul>

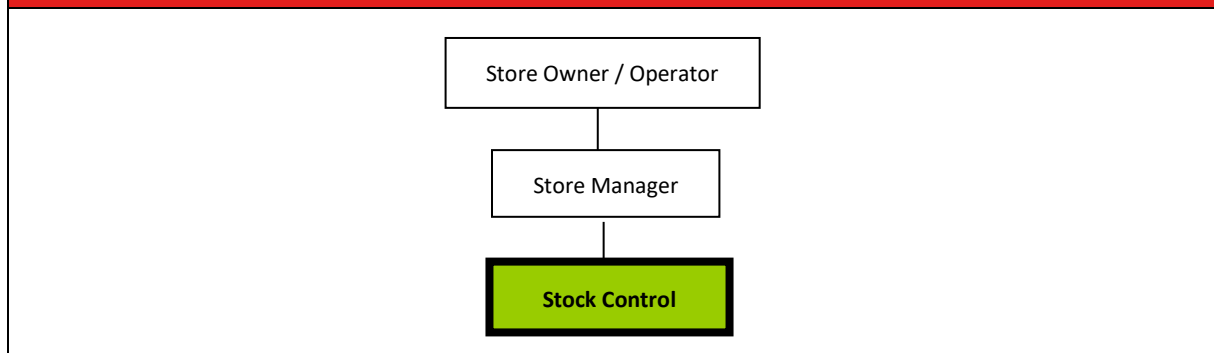
	<ul style="list-style-type: none"> <li>• Use WMS to track inventory movements, identify issues, and escalate or resolve concerns to maintain accurate system records.</li> <li>• Process and document stock gains, losses, credits, recalls, and supplier returns in a timely and compliant manner.</li> <li>• Support the correct layout and location of new products, ensuring all SKUs are logically placed and visible within the warehouse.</li> <li>• Contribute to continuous improvement initiatives, upholding high warehouse operational standards and supporting changes that improve accuracy, flow, or safety.</li> <li>• Follow and promote all Health &amp; Safety practices, reporting hazards and incidents promptly and maintaining a safe, tidy work environment.</li> <li>• Communicate effectively across teams to ensure stock accuracy, service efficiency, and smooth operational performance.</li> <li>• Undertake any ad-hoc tasks as directed by the management team.</li> </ul>
<b>LEADERSHIP</b>	<ul style="list-style-type: none"> <li>• Support the training of new or less experienced team members in stock-related tasks.</li> <li>• Maintain positive working relationships across teams, modelling expected leadership behaviour.</li> <li>• Communicate clearly and proactively with colleagues to ensure stock accuracy and operational flow.</li> </ul>
<b>FINANCIAL</b>	<ul style="list-style-type: none"> <li>• Contribute to minimizing stock losses through accurate stock control and investigation of discrepancies.</li> <li>• Maintain accurate stock levels to support profitability, service levels, and customer satisfaction.</li> <li>• Follow all stock management procedures to ensure efficient, cost-effective operations.</li> </ul>
<b>COMPLIANCE</b>	<ul style="list-style-type: none"> <li>• Follow and uphold all Health &amp; Safety policies, Food Control Plan requirements, and Dangerous Goods regulations.</li> <li>• Ensure all incidents, discrepancies, and hazards are reported promptly and accurately.</li> <li>• Maintain compliance with Gilmours Tauranga operating procedures and Foodstuffs standards.</li> <li>• Uphold legal requirements for stock quality, traceability, and documentation.</li> </ul>
<b>CULTURAL</b>	<ul style="list-style-type: none"> <li>• Demonstrate and promote Gilmours Tauranga values through daily behavior.</li> <li>• Build strong working relationships with internal teams and external partners.</li> <li>• Support a positive, respectful, and inclusive workplace culture.</li> <li>• Contribute to store-wide initiatives and continuous improvement activities.</li> <li>• Present a professional image and maintain consistent standards across work areas.</li> </ul>

<b>ATTRIBUTES</b>	
<b>PEOPLE FOCUS</b>	<p><b>LEADING AND SUPERVISING</b></p> <ul style="list-style-type: none"> <li>• Provides clear &amp; consistent direction</li> <li>• Recruits and motivates the right people</li> <li>• Invests in their people through training and development</li> <li>• Sets and upholds standards (of product, service and behaviour)</li> <li>• Role models the desired (positive) culture and behaviour ('fair yet firm')</li> <li>• Acts with confidence, authority, integrity and empathy</li> </ul> <p><b>WORKING WITH PEOPLE</b></p> <ul style="list-style-type: none"> <li>• Self-aware, approachable, and mindful of their impact on others</li> <li>• Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner</li> <li>• Is outgoing and supportive, recognising and rewarding the contribution of others</li> <li>• Actively builds a team spirit of openness and inclusiveness where staff feel able to offer ideas</li> </ul>

	<ul style="list-style-type: none"> <li>• Listens, consults, and communicates openly and proactively</li> <li>• Adapts style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)</li> </ul> <p><b>PERSUADING AND INFLUENCING</b></p> <ul style="list-style-type: none"> <li>• Makes a strong, positive personal impression on others</li> <li>• Gains clear agreement and commitment from others by persuading or negotiating</li> <li>• Inspires and convinces others, giving them the confidence to do their jobs effectively</li> <li>• Facilitates discussions to ensure all ideas are heard and to influence outcomes and actions</li> <li>• Manages conflict openly, fairly and quickly</li> <li>• Uses questioning and listening skills to understand issues and create solutions with others</li> <li>• Is resilient; persuading others to keep trying new things even in the face of setbacks</li> <li>• Accepts new ideas and initiatives, able to adapt to changing circumstances</li> <li>• Shares knowledge and expertise</li> </ul>
<b>RESULT FOCUS</b>	<p><b>PLANNING AND ORGANISING (TO DELIVER RESULTS THROUGH OTHERS)</b></p> <ul style="list-style-type: none"> <li>• Clearly communicates the goals and objectives of the business</li> <li>• Plans activities and projects well in advance, and takes into account possible changing circumstances</li> <li>• Works in a systematic way; putting systems and processes in place to ensure compliance and consistent levels of service despite changes in staff or suppliers</li> <li>• Delegates effectively; empowering people yet holding them accountable</li> <li>• Coach's employees, providing clear, honest feedback on their performance</li> <li>• Has effective time management; working on the business more than they work in the business</li> </ul>
<b>CUSTOMER FOCUS</b>	<p><b>MEETING CUSTOMER EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>• Brings everything back to the customer, identifying and focusing upon their needs &amp; expectations</li> <li>• Actively sets, monitors, and maintains consistently high standards of customer service</li> <li>• Continuously makes improvements for customers; seeking input from other team members and customers to do so</li> <li>• Creates an environment that customers want to shop</li> <li>• Is responsive to feedback from all sources</li> <li>• 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</li> </ul>
<b>CO-OPERATIVE CULTURE</b>	<p><b>ADHERING TO PRINCIPLES AND VALUES</b></p> <ul style="list-style-type: none"> <li>• Personally upholds ethics and Gilmours Tauranga Values and accepting nothing less from their team</li> <li>• Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, other team members, suppliers, colleagues)</li> <li>• Follows due process on all issues of compliance</li> <li>• Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline</li> <li>• Leads by example in terms of Gilmours Tauranga values, drive to succeed and positive outlook</li> <li>• Challenges appropriately while respecting the position of others</li> </ul>
<b>SAP / FIORI/ WMS</b>	<ul style="list-style-type: none"> <li>• Comfortable with computers and methodical in following processes.</li> <li>• Analyse and solve problems with high attention to detail.</li> <li>• Manipulate data (sorting, filtering, etc.) to find appropriate information and leverage system capabilities for daily operations.</li> <li>• Understand the end-to-end flow and take ownership of the process from order to</li> </ul>

	payment.
--	----------

## REPORTING STRUCTURE



## RELATIONSHIPS

INTERNAL	EXTERNAL	COMMITTEES
<ul style="list-style-type: none"> <li>Owner/Operator</li> <li>Managers and Supervisors</li> <li>Buyers and sales team</li> <li>Compliance Manager</li> <li>Other Gilmours team members</li> <li>Foodstuffs' employees</li> </ul>	<ul style="list-style-type: none"> <li>Delivery drivers</li> <li>Customer</li> <li>Suppliers</li> <li>Merchandisers/ Demonstrators</li> </ul>	<ul style="list-style-type: none"> <li>Store Management</li> <li>H&amp;S Committee</li> <li>Fire Warden</li> <li>First Aid</li> </ul>

## QUALIFICATIONS AND EXPERIENCE

<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>Physically fit and able to meet the physical demands of the role.</li> <li>Good command of written and spoken English.</li> <li>Strong numeracy skills and attention to detail.</li> <li>1–2 years' experience in warehousing, wholesale, or FMCG environments.</li> <li>Experience using WMS or similar systems.</li> <li>Strong communication and relationship-building skills.</li> <li>Proven ability to work with people from diverse backgrounds.</li> <li>Strong problem-solving skills and a proactive approach.</li> <li>Reliable, organized, and committed to maintaining high standards.</li> </ul>
<b>DESIRED</b>	<ul style="list-style-type: none"> <li>Experience in grocery, FMCG, or stock control.</li> <li>Experience with SAP / Fiori.</li> <li>NCEA Level 3 or higher.</li> <li>Previous experience in a stock control or inwards-focused role.</li> </ul>

## SIGNATURE

I have read and understood this Job Description:

\_\_\_\_\_

Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date