

Costa Group Position Description

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| Position Title: | Warehouse Operator |
| Department: | Logistics |
| Reporting To: | Operations Manager / DC Manager |

1. Basic Summary of Position:

To pick orders according to customer requirements by operating electronic pallet trucks in a warehouse environment (cool and ambient).

You will also be required, from time to time, to take on other tasks within the warehouse. Where necessary, training will be provided.

2. Key Accountabilities and Responsibilities:

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| Accountability and Responsibilities: |
| <p>Role Duties</p> <p><i>Quality Control</i></p> <ul style="list-style-type: none"> • Comply with all hygiene standards and Quality assurance policies and procedures. • Report to management any obvious poor quality stock. • Handle stock in a manner that will ensure its maximum integrity. • Handle stock in a manner that ensures stock will not be damaged in loading or in transit. <p><i>Customer Satisfaction</i></p> <ul style="list-style-type: none"> • Take responsibility to ensure that wherever possible a store receives all stock ordered. • Ensure that all orders are accurately compiled, carefully stacked on pallets and placed into allocated lanes. • To assist in any area as directed to ensure customer satisfaction. • Operate machinery within established guidelines. • Audit loaded pallets against specifications. • Ensure 100% accuracy within picking, loading and forklift duties <p><i>Performance Management</i></p> <ul style="list-style-type: none"> • Actively participate in performance management and review process and take ownership of personal development. <p><i>Problem Reduction</i></p> <ul style="list-style-type: none"> • Identify potential problems and solutions, within own area of responsibility to management • Physical Components • Will be required to work in an ambient and coolroom environment of approximately between 0-15 degrees Celsius. • May be required to work shift work and weekend as well as at times required to work reasonable overtime. • Regular manual handling is involved with the requirement to lift stock up to 20kgs in weight. • May be required to perform regular bending, repetitive lifting, push and pulling. • Operate pallet truck to move stock from its location on a pallet to the staging area. • Required to shrink wrap pallets once in staging area. <p>OHS</p> |

- Support employees and managers to achieve best practice Safety, Health and Environment by implementing the safety management system and processes with the Costa team
- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work.
- Be familiar with, understand and adhere to Company OHS&W policies and procedures in line with the standards of Costa Group and the requirements of the OH&S Act
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others
- Correctly use and maintain personal protective equipment provided for health and safety purposes
- Be unaffected by alcohol or drugs
- Report immediately any hazards, incidents or near misses
- Contribute by making positive suggestions on improvements to safe work practices
- Perform only those procedures or tasks for which he/she has received appropriate training and instructions.

Company Values

- Responsible for ensuring that your work practices are consistent with company principles
- Ensure that behaviours outlined in Costa Group vision and values are fostered and practiced

3. Key Challenges:

- Prioritising work activities
- Changing work functions in the same day

4. Candidate Requirements:

(a) Education, Qualifications, Training:

- Previous experience in warehouse logistics functions and in a fast paced environment

(b) Experience, Skills, Knowledge:

- No previous experience required, operating machinery-on the job training is provided
- Ability to read and pick stock to order
- Ability to work as part of a team
- Ability to communicate
- Ability to apply correct manual handling techniques and regularly lift up to 20kgs
- Numerical ability
- Ability to work safely within established procedures

(c) Competencies/Character Qualities/Values:

- Determination – acting decisively and with a sense of urgency
- Passion – challenging the status quo and acting with energy and enthusiasm
- Accountability – focusing on outcomes and delivering on commitments
- Sincerity – acting boldly in an open, honest, and responsible manner
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety

5. Other Relevant Information:

- This position requires a candidate that can work autonomously and as part of a team.