

Position Description

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| **Position Title:** | DC Assistant  | **Date:** | February 2025 |
| **Location:** | Distribution Centre, Wiri | **Reports to:** | Distribution Services Manager |
| **Department:** | Supply Chain (Hospitality)  |  |  |
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| **Who we are:**Tahua Partners Limited is a great Kiwi business, home to well-loved brands in retail and hospitality. Inspired by a common vision and a shared passion for hospitality/retail, we strive to serve our communities in a truly unique way based on our heritage in Aotearoa. Each of our business units operate independently as they face the market, but are supported by resources, skills and solutions available through the Tahua community (e.g: Information Services, Finance, Payroll, Strategy Development, Project Management, Property, and People and Culture). Each business celebrates its own unique culture, however we are all connected through the Tahua values of ‘better’, ‘manaakitanga’ and ‘whanaungatanga’.  |
| **Why you’ll love this role:** Our business is growing and this role will be integral in supporting our hospitality Distribution Centre to ensure that the smooth delivery of products to our restaurants/stores on time and in full so that they, in turn, can deliver an exceptional customer experience.This role offers opportunities to work both independently and collaboratively, and each day will bring new challenges and learning experiences to ensure that our stores and restaurants are provided with an outstanding service. |
| **What you’ll deliver in this role:** |
| * Respond to internal ‘customer’ inquiries and requests professionally via email and phone. Liaise with Restaurant/Store Managers regarding supply issues and follows up.
* Coordinate with stores for loading and special handling requirements.
* Ensure the accuracy of data that is entered into the inventory system and resolve any issues efficiently.
* Utilise knowledge of warehouse systems to follow up to ensure that orders to the restaurants and stores have been picked, packed and dispatch for delivery.
* Follow up with transport company with any issues in orders being delivered, and communicate to impacted stores/restaurants.
* Ensure accurate maintenance of inventory control databases and records.
* Utilise Excel, Outlook, and other tools for effective communication and data management.
* Collaborate effectively within a team and independently manage tasks.
* Maintain personal punctuality, manage work effectively, and respond to account queries promptly.
* Support warehouse operations with administrative tasks.
* Work effectively with varying internal and external stakeholders, anticipating and meeting purchasing requirements.
* Support periodic stock stakes and reconciles inventory records with physical counts.

**What you'll bring to the role:*** Previous experience in a warehouse administration or office environment.
* The ability to communicate effectively both in verbal and written communication skills.
* A positive, customer-focused service-ethic and follow through.
* A sharp focus on details, and disciplined execution of delivery. Little things matter.
* Excellent interpersonal skills, capable of establishing and building effective working relationships with people of all cultures and stakeholders/employees at all levels.
* Calm and composed when under pressure, with the ability to think clearly, prioritise and handle multiple pieces of work.
* Proficiency in Microsoft Office 365 – including Excel, PowerPoint, Outlook and Word.
* Well organised, effective time management – with the ability to handle a complex, shifting, varied workload.
* Strong problem-solver with a proactive approach to finding solutions.
* Experience with Warehouse Management Systems (WMS) is advantageous but not essential.
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