

General information / Position in the organization			
Job Title	Multi-Skilled Associate (MSA)	Version	Rev.1
		Date	12/2/2/016
		Job Code	T-MSA-08
Location	NewCold		
Department	Warehouse & Operations (VAL)		
Reports to	Shift Leader – VAL, Shift Leader – Order Picking		
Direct Reports	N/A		
Team Members	Other MSAs		

Job Purpose / Job context
<ul style="list-style-type: none"> • To effectively perform all logistical procedures and activities on site and provide a level of service in line with customer requirements, at a level of cost agreed in the budget. To effectively manage the operational flow on site and provide a level of service in line with customer requirements, at a level of cost agreed in the budget. To create and develop a professional culture on site, in line with our values and ensure that a positive attitude to Health & Safety is embedded within the team on site. • Job roles include: <ul style="list-style-type: none"> • Reboxing • Order Picking • Replenishing • Wrapping • In-Feeding • Operating Forklift

Key Result Areas	Responsibilities and Accountabilities
Business objectives	<p><i>Intended results</i></p> <ul style="list-style-type: none"> • <i>The logistical process will be managed and performed in accordance with the schedule</i> • <i>The production equipment will be well maintained</i> • <i>The planned orders will be completed on time and in accordance to customer requirements</i> • <i>Contractual customer KPIs are met for service and quality</i> • <i>Costs are controlled in line with budgeted expectations</i> • <i>A safe and healthy work environment is maintained</i> <p><i>Responsibilities</i></p> <ul style="list-style-type: none"> • <i>Ensuring the shift are focussed on achieving high levels of customer service</i> • <i>Working with the team in line with company policy and ensuring agreed standards are met</i> • <i>Working with Planners, Operators and Engineers to ensure the smooth and efficient running of the warehouse</i> • <i>Monitoring and reacting to KPI results and undertaking improvements where required</i> • <i>Introducing and maintain a focus on health, safety and quality in all aspects of warehouse activity</i> <p><i>Core tasks</i></p> <ul style="list-style-type: none"> • <i>Performing the process orders</i> • <i>Checking and affixing labels to ensure the correct labelling is maintained at all times</i> • <i>Moving and unstacking pallets</i>

Job Description: Multi-Skilled Associate

	<ul style="list-style-type: none"> • Carrying out corrective activities with entry and removal of goods • Carrying out cleaning and low level maintenance work • Communication structure on site to include daily shift briefs, monthly shift meetings, and daily shift handovers • React promptly to changes in situation, volume, or requirements to minimise disruption and cost • Communicate with internal team any deviation from process, quality issues, and service issues, or risk of failure in these areas • Control and manage shift including holiday planning, absence management, performance management <p><i>Additional tasks</i></p> <ul style="list-style-type: none"> • Assisting other functions, as required by the business, including: • Communication with external suppliers as necessary (eg FLT providers) • Supporting engineers, planners and customer services to help with the smooth running of the site • Continually look to opportunities for improvement • Assisting other functions, as required by the business, including: • Communication with external suppliers as necessary (eg FLT providers) • Supporting engineers, planners and customer services to help with the smooth running of the site • Continually look to opportunities for improvement
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Quantitative information/ Scope of the job / Degree of supervision / Authorization levels

Performance Monitors

- Daily Feedback from line manager
- Quarterly one to one meeting with line manager (documented)
- Annual Performance Review

Decision level

- The decision level of this function must be in line with the corporate governance and business unit agreements. This decision process at all times must be followed unless decided differently by board and shareholders.

General

- This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Requirements: education and experience

Educational Requirements

- High School Degree

Experience Requirements

- 2+ years of work experience in related fields
- Forklift operating certification and training

Specific Requirements

- Knowledge of the products and how they should be handled – including food hygiene requirements
- Knowledge of the logistical process
- Knowledge of the planning system used



Job Description: Multi-Skilled Associate

- *Works in an encouraging and solution-oriented way*