



Position Description

Position Title:	Warehouse Supervisor	
Reports to:	Ohinewai Site Manager	
Direct Reports:	13 Direct reports: Warehouse Assistants, Table Leads and Forklift Operators	
Full/Part time:	Permanent Full Time Position	
Location:	364B Lumsden Road, Ohinewai, Waikato	
Key Relationships:	Operations, production, planning, quality, sales, customer service, dispatch and health and safety teams	Transport providers, suppliers, contractors and customers

Main Purpose

The Warehouse Supervisor is responsible for leading the safe, efficient and accurate operation of the warehouse, managing the day-to-day operations of the table areas ensuring the timber processes of receipting, storage, movement, picking, packing, inventory control and dispatch of timber products are carried out efficiently and to the required quality standards.

This role provides hands-on supervision of warehouse team members and works alongside the team when required, ensuring daily work is planned and prioritized, products are handled and stored correctly, customer orders are fulfilled accurately and on time, and all activities are completed in line with health and safety, quality, environmental and housekeeping requirements.

The Warehouse Supervisor plays an important role in maintaining stock integrity, protecting timber product quality, improving warehouse processes and supporting a positive, accountable and high-performing team culture.

Key Accountabilities

- Lead, supervise and coordinate day-to-day warehouse activities, including receiving, put-away, storage, stock movements, order picking, packing, loading and dispatching.
- Plan and allocate daily workloads and labour to meet production, dispatch and customer delivery requirements.
- Ensure timber products are handled, stacked, stored and protected in a way that maintains safe stacking practices, product quality, prevents damage and supports safe access.
- Oversee accurate picking, labelling, packaging and dispatch of customer orders, and internal transfers.
- Be the key person to monitor and chase orders from the initial plan all the way through to dispatch, ensuring nothing gets missed or doubled up.
- Lead health and safety standards in the warehouse, including safe forklift operation, traffic management, manual handling, use of PPE, hazard reporting and incident follow-up.
- Lead toolbox talks, team meetings and safety conversations to reinforce safe work practices and team accountability.
- Maintain high standards of housekeeping, 5S, yard organization and waste control across warehouse and storage areas.
- Support quality requirements by identifying, segregating and reporting damaged, non-conforming or incorrectly labelled timber products.
- Coach, train and develop team members, including onboarding, task training, performance feedback and support for skills development.
- Manage day-to-day people matters in line with company policies, escalating concerns where appropriate.



- Ensure warehouse systems, records and documentation are completed accurately and on time.
- Work closely with production, planning, sales, quality and transport teams to resolve issues and improve the flow of timber products through the site.
- Identify and implement continuous improvement opportunities to improve safety, accuracy, productivity, space utilization and customer service.
- Conduct regular quality checks and address defects or issues promptly
- Act as the first point of escalation for operational, safety, quality, or people-related issues
- Ensure accurate completion of production records and documentation
- Support dispatch, sample handling, and inventory coordination as required
- Identify and implement opportunities for continuous improvement
- Lead stock take and cycle counts in the warehouse.
- Monitor and report stock levels for upcoming orders to prevent “stock outs”.
- Responsible for monitoring and reporting of consumables on a weekly basis.
- Checking and authorization of leave and wages for direct reports.

Technical and Role-related Experience

- Previous experience of 4+ years in warehouse, logistics, manufacturing, timber, building products or similar industrial environment.
- Demonstrated experience leading, supervising a team in a hands-on operational setting.
- Strong understanding of warehouse processes, including receiving, storage, stock control, order fulfilment, dispatch and freight coordination.
- Ability to read and interpret picking lists, dispatch documentation, product labels, stock codes and customer order requirements.
- Familiarity with tools, machinery and timber processing equipment
- Strong communication skills with the ability to give clear instructions, coordinate priorities and work effectively across departments.
- Sound problem-solving skills, practical judgement and the ability to make timely decisions in a busy operational environment.
- High attention to detail and commitment to accuracy, product quality, safety and customer service.
- Physically fit and comfortable working in a hands-on warehouse and yard environment.
- Positive leadership style with a focus on accountability, teamwork, continuous improvement and developing others.

Key Success Measures

- Warehouse operations are completed safely, accurately and in line with daily priorities.
- Customer orders and internal transfers are picked, packed and dispatched on time and to specification.
- Inventory records are accurate, stock discrepancies are investigated promptly, and product damage is minimized.
- Warehouse, yard and storage areas are organized, safe and maintained to agreed housekeeping standards.
- Team members understand their priorities, work safely and receive regular coaching and feedback.
- Continuous improvement actions are identified and progressed to improve safety, productivity, quality and service.

Our Values – what is important to us

Our Values are about why and how we do things and how they form the foundation of our culture.

Take Pride - We don't take chances. We will ensure we are a reliable supplier of carefully crafted products and services



Solve Problems - We provide solutions to our customers' problems and our own internal problems with a spirit of innovation.

Propel Change - Our impact is to make a difference. We go beyond sustainability in the way we work. We leave things better than where we found them

Champion People - Our solid bond helps to create a Better Tomorrow for everyone. Be there for your team, show up and own your role. Be bold, share your voice.

The duties contained in this Position Description may be modified and updated by the Employer from time-to-time following agreement with the Employee. This above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills to be performed by the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

PD Created by:	P&C	Date PD created	26/6/2026
Manager of role:	Ohinewai Site Manager	Manager: (Signature)	