

JOB DESCRIPTION

JOB TITLE

STORES & LOGISTICS COORDINATOR

REPORTS TO

COMMERCIAL MANAGER

DEPARTMENT

COMMERCIAL

POSITION OVERVIEW

Millbrook Resort is New Zealand's leading lifestyle resort. Our mission is to be recognised as world-class, delivering excellence across every aspect of the guest experience.

The **Stores & Logistics Coordinator** plays a practical, service-focused role supporting the day-to-day operation of Stores, stock management, beverage control, internal stock movements, deliveries, parcels and logistics support across Millbrook Resort.

Working under the direction of the Commercial Manager, this role supports the transition of Stores into a more structured stock, beverage and logistics service function. The role helps ensure Stores operates with clear ownership, accurate stock control, tidy processes, reliable service delivery and courteous support to departments.

The position supports Stores-managed stock, including beverage stock, par levels, reorder levels, stock rotation, stocktake execution, transfers, internal deliveries and parcel handling. The role also supports the wider PurchasePlus operating model by ensuring Stores-related ordering, receipting, transfers and stock movements are completed in line with agreed processes.

This role does not replace department ownership of ordering, receipting or transfers where these responsibilities sit with departments. Instead, the role provides practical Stores support, clear communication and reliable service where Stores-managed stock or logistics support is required.

The role may include rostered weekend, public holiday or peak-period support where operationally required, in line with business needs and employment arrangements.

SUCCESS PROFILE

- Practical, reliable and hands-on, with a strong service mindset.
- Highly organised, with good attention to stock accuracy, cleanliness and follow-through.
- Comfortable working across departments and supporting a busy resort operation.
- Able to manage multiple daily tasks, including stock movements, deliveries, parcels and stocktake activity.
- Confident using PurchasePlus or willing to develop strong capability in the system.
- Able to communicate clearly and courteously with departments, suppliers and internal stakeholders.
- Practical understanding of stock control, beverage management, stores, logistics or operational support is advantageous.
- Comfortable with safe manual handling, physical movement of stock and working in operational areas.
- Able to identify stock risks, expiry concerns, process issues or service gaps early.
- Flexible and calm during peak trading periods, public holidays, supplier closures and high-demand periods.

POLICIES & PROCEDURES

- Ensure compliance with the Health and Safety at Work Act 2015 and other statutory requirements.
- Maintain confidentiality of business, supplier, pricing and operational information in line with Privacy Act 2020.
- Implement and adhere to all Millbrook Resort policies and procedures.
- Support sustainable and responsible practices within the scope of the role.
- Work in a manner that supports stock accuracy, safe storage, process discipline and appropriate system controls.
- Follow PurchasePlus processes for Stores-managed ordering, receipting, transfers and stock movements where applicable.
- Support food safety, hygiene, storage, expiry and stock rotation requirements where relevant.
- Escalate hazards, damaged goods, missing deliveries, stock discrepancies or process concerns promptly.

KEY ACCOUNTABILITY

Stores Stock Management

- Manage Stores-controlled stock in a tidy, accurate and practical manner.
- Support the day-to-day organisation of Stores, including stock layout, labelling, cleanliness and accessibility.
- Monitor stock levels, par levels and reorder levels for Stores-managed items.
- Support stock rotation and expiry control to reduce waste and unnecessary cost.
- Identify low stock, overstock, slow-moving stock and stock accuracy concerns.
- Escalate unusual usage patterns, repeated stock issues or process gaps to the Commercial Manager.

Beverage Stock & Transfers

- Support the management of Stores-controlled beverage stock.
- Process and support beverage transfers to outlets where Stores retains responsibility.
- Ensure stock movements are completed accurately and in line with agreed PurchasePlus processes.
- Work with outlet teams to support clear stock requests, timely stock movement and accurate stock control.
- Monitor beverage stock risks, including overstocking, low stock, expiry risk and incorrect stock movement.
- Escalate recurring beverage stock issues or process concerns for review.

Deliveries, Parcels & Internal Logistics

- Receive, organise and distribute goods to departments where this forms part of the Stores service model.
- Support internal deliveries across the resort in a timely, safe and courteous manner.
- Manage domestic parcels and other practical delivery support as required.
- Ensure delivery dockets, packing slips and relevant documentation are handled correctly.
- Report damaged, missing, incorrect or incomplete deliveries promptly.
- Support improved planning around supplier closures, public holidays, events and peak trading periods.

Stocktake & Stock Accuracy

- Complete Stores stocktake activity accurately and on time.
- Support stocktake discipline for Stores-managed areas.
- Use PurchasePlus or relevant systems correctly during stocktake.
- Assist with investigating variances, missing items or incorrect stock records.
- Support improvements that reduce stock errors, expiry, over-ordering and unnecessary stockholding.
- Maintain a clear and practical approach to stocktake preparation, execution and follow-up.

PurchasePlus Support for Stores Activity

- Use PurchasePlus for Stores-related ordering, receipting, transfers and stock movements where required.
- Support accurate item details for Stores-managed stock.
- Raise catalogue, pricing or item issues with the Procurement Coordinator.
- Follow agreed ordering, approval, receipting and transfer processes.
- Support departments with simple process guidance where appropriate, without taking over department-owned responsibilities.

Department Service Support

- Provide practical, courteous and reliable support to resort departments.
- Help departments understand what Stores owns, what departments own and when matters should be escalated.
- Support operational needs during busy periods, major events, weekends, public holidays or supplier closure periods where rostered.
- Communicate clearly regarding stock availability, delivery timing and service requests.
- Support a professional Stores service that reflects Millbrook's expected standards.

ROLE INTENT

This role is intended as a practical Stores, stock and logistics support role under Commercial Manager oversight.

The Stores & Logistics Coordinator helps provide reliable operational support to departments while strengthening stock accuracy, beverage control, internal logistics, stocktake discipline and PurchasePlus process use.

The role supports Millbrook's move toward a more structured coordinator-led Commercial support model. It is designed to create clearer ownership, better service delivery and stronger day-to-day control of Stores-managed stock.

Strategic supplier direction, procurement governance, commercial decision-making and escalation remain with the Commercial Manager.