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| Position Title: | Position Number(s): | Approved Classification: |
| Warehouse Worker 2, Auxiliary | Various | RSW G2 |
| Supervisor’s Title: | Supervisor’s Position Number: | Supervisor’s Classification: |
| Assistant Supervisor Operations | Various | RSW R13 |

## Organization Description

At the Liquor Distribution Branch (LDB) our vision of ‘Service. Relationships. Results.’ is all about providing a valued service, building strong relationships with our stakeholders, and achieving greater results for the province.

The LDB is one of two branches of government responsible for the cannabis and liquor industry of B.C. We operate the wholesale distribution of beverage alcohol and non-medical cannabis within the province, as well as the household retail brands of BC Liquor Stores and BC Cannabis Stores.

We employ nearly 5,000 people in over 200 communities and have hundreds of career opportunities spanning our entire wholesale, retail and corporate operations – from supply chain logistics, to high-tech solutions, and everything in between. The LDB has been named one of BC’s Top Employers 12 times over for offering exceptional places to work, flexible work hours and earned days off, extended health and dental benefits, maternity and parental leave top-up payments, a pension program, in-house professional and leadership development, and subsidies for professional accreditation.

## Business Area Description

The LDB Wholesale Operations team is responsible for the registration, procurement, customs clearance, selling and distribution of liquor products for the province of British Columbia. Our stakeholders comprise approximately 800 suppliers, over 1500 retail outlets and 8000 licensed establishments.  Working in collaboration with our suppliers and agents, our vision is to provide a reliable and efficient service to support the success of our customers.  There are five key divisions within the business; Supply Chain, Pricing, Imports, Customer Service and Distribution. Each of our teams work closely in alignment with each other to provide a seamless customer experience and deliver on our service goals.

## Job Overview

The Branch operates two Distribution Centres with a combined annual throughput of approximately 14 million cases. Under the direction of a supervisor/foreman, the Warehouse Worker 2 operates an electric pallet jack/order picker to assemble order for shipment to retail and wholesale clients. The Warehouse Worker 2 utilizes a Warehouse Management System based on radio-frequency technology.

## Accountabilities

* Performing pre-op of all equipment to be used, completing Mobile Equipment Pre-op Inspection Form following set procedures, reporting all problems to supervisor.
* Operating vehicle mounted or hand-held radio frequency linked computer terminal to complete liquor orders.
* Finding the best starting point for each order in a designated zone then finding the products location, verifying the correct product by scanning the respective identifying product barcode and selecting correct quantity of available inventory and confirming the pick.
* Determining the cut off for order zone portions and packs goods in both case or unit formats on to or in to pallets or cartons, creating additional shipping labels from barcode laser printer by RF link as required and forwarding products to shipping area for further processing.
* Determining appropriate pallet or carton configuration to maximize pallet stability and minimize use of additional pallets/cartons and other shipping material.
* Operating high lift “Order Picker” as required for elevated product pick and pack as well as other mobile equipment as needed.
* Determining volume of replenishment and replenishing bottle pick flow racks as directed by computer and self-discovery.
* Prioritizes immediate requests or demands for orders.
* Reporting inventory anomalies and informing supervisor for follow up.
* Reporting product or store order problems and warehouse safety concerns.
* Maintaining a high level of security at all times and informing management of any problems.
* Ensuring all recycling materials in the warehouse are recycled.
* Keeping abreast of all new safety regulations and requirements to ensure safety of self and others at all times within the distribution centre, reporting unsafe practices, conditions and damage to management.
* Ensuring all manual processes within the warehouse are carried our ergonomically correct.
* Collecting and removing, from active inventory, broken cases/bottles adjusting computer system and physically moving product to recoup area maintaining an accurate record for all breakage.
* Recouping product breakage including drygoods, cleaning and repackaging as required, removing destroyed products from inventory and adjusting format of product on the computer system as well as physically returning product to correct active picking or storage locations.
* Undertaking Warehouse Worker 3 (WW3) duties, as required.
* Providing informational orientation to new employees.

## Special Requirements & Working Conditions

* Successful completion of criminal record check.
* Lifting liquor cases up to 30-45 lbs. to varying heights and performing warehouse duties including frequent bending and standing.
* Use of vehicle mount and hand held radio frequency scanners on a daily basis.
* Operates powered mobile equipment.

## Organization Chart



## Position Requirements

Education and Experience:

* At least 19 years of age.
* Legally eligible to work in Canada.
* Eligible to work up to full time hours if offered (35 hours per week).
* Physically fit and able to lift cases to various heights while assembling orders.
* Able to identify sequences of numbers.

Knowledge:

* Knowledge of a Warehouse Order Management System (as used in a large distribution centre) based on Radio Frequency/Tecsys technology to plan, organize, monitor and evaluate all aspects of warehouse operations including inventory control and management.
* Knowledge of a distribution department’s integrated workflows from various areas such as shipping, receiving, assembly and inventory control.
* Working knowledge of Occupational Health, Safety and WorkSafe BC regulations.

Skills and Abilities:

* Well developed communication skills and inter-personal skills.
* Must be a service and results oriented individual that is able to work cooperatively in a team environment.
* Ability to work independently and as a member of a diverse team where productive relationships are developed and maintained.
* Excellent analytical and judgement abilities.
* Proven ability to multi-task and work well under pressure to meet operational deadlines.
* Ability to demonstrate sound judgement, tact and diplomacy with internal and external parties.
* Ability to lift up to 30 – 50 lbs. on a repetitive basis and for extended periods of time during the shift.

## Behavioural Competencies

In addition to the three Public Service Core Competencies (Service Orientation, Results Orientation, and Teamwork & Cooperation) the following competencies are requirement of the position:

* Initiative
* Problem Solving and Judgement
* Continuous Development

For more information about behavioural interviews, competency definitions, and to watch interview videos, please visit: [Competencies in the BC Public Service](http://www2.gov.bc.ca/gov/content/careers-myhr/all-employees/career-development/competencies-in-the-bc-public-service)