# Position Scope -Storeperson/Picker

**Position Classification:** Service and Support

**Responsible for:** Support the Warehouse Manager and Warehouse 2IC in ensuring prompt, accurate, efficient customer service. Assist in maintaining stock control & rotation of stock.

**Leadership/Business influence:** Minimal supervision, working independently/ proficiently.

**Reports to:** Warehouse Manager.

**Supervises:** N/A

## Main Functions and Activities

### Customer Service

- Maintain a high level of service to all internal and external customers
- Picking and Packing of customer orders
- Ensure that goods are delivered accurately

***Measures*** ***-*** *Sales orders processed to 100% accuracy level.*

### Stock Control

- Ensure stock rotation is maintained
- Checking of picked orders
- Participate in stock takes as required
- Follow procedures for recording damaged product

***Measures -*** *Loads dispatched match pick list with 100% accuracy. All damages recorded accurately every time.*

### Administration

- Proof of delivery sheets returned completed
- Sign receipts for courier deliveries
- collect and return COD payments as required
- Write up paperwork for the loads
- Other tasks as allocated by the Warehouse Manager

***Measures -*** *Accurately prepare all paperwork in a timely manner. Daily receipts are processed.*

**Promote safe attitudes and work practices**

- Comply with all WH&S policies and procedures.
- Wear Personal Protective Equipment as specified.
- Report all accidents, near misses and unsafe work practices/hazards to your supervisor.
- Maintain all equipment to a safe working standard
- Work in a manner which is conducive to WH&S.

***Measures -*** *Compliance with company policies and procedures. Incidents reported in accordance with company procedure. Maintenance schedules adhered to at all times.*

**Internal contacts -** Warehouse 2IC, State Manager, Sales Managers, Office Manager, Area Managers.

**External contacts -** Customers.

## Essential Capabilities and Experience

- Customer service skills
- Knowledge and experience in warehouse procedures.
- Sound people handling skills
- Attention to detail
- Administrative process skills

## Desirable Capabilities and Experience

- WHS knowledge
- HR Knowledge