

POSITION DESCRIPTION

Position Title: Warehouse Supervisor – Brisbane Branch
Supervisor: Operations Co-Ordinator – Brisbane Branch

OBJECTIVE

To utilise the practice of hands-on management to supervise a team of Warehouse Staff who are responsible for achieving timely delivery to all customers. This is achieved by ensuring the processing of incoming and outgoing stock within the warehouse is done efficiently and accurately, following Occupational Health & Safety procedures

DUTIES

- Responsible for the operations of the warehouse, in line with the organisations policies and procedures
- Supervision and guidance of all Warehouse team members to achieve maximum utilisation of warehouse resources
- Accountable for maintaining a tidy, logical storage facility and loading bay.
- Checking accuracy, quality and quantity of outgoing orders
- Prioritising and organising dispatches for various pick-up methods
- Responsible for daily setup and shutdown of the Warehouse
- Development and improvement of procedures as required
- Liaising with the Purchasing Officers and reporting to the Purchasing Manager to ensure stock levels are maintained
- Ensure best commercial freight rate for the business
- Assist warehouse staff with completion of the following duties as required:
 - Process the receipt of all arriving consignments against the invoice, following the receipt of inwards goods procedure
 - Monitor the quantity and quality of stock stored by ensuring rotation of stock
 - Assess the availability of space and prepare stacking/storage plans prior to stock arriving in conjunction with unloading of incoming goods
 - Picking, packing and placing stock for pick up/ delivery and completing freight dockets
 - Handling phone enquires
- Ensure warehouse is clean, tidy and organised at all times
- Coordinate the packaging and labelling of AIDCO branded products when stocks are low
- Coordinate logistic freight movements for imported products
- Any additional duties as required

QUALIFICATIONS & EXPERIENCE

Essential

- Two (2) years of relevant professional work experience in related field.
- Time management skills encompassing the ability to organise and prioritise tasks efficiently and effectively.
- Excellent accuracy and attention to detail of record maintenance and management.
- Excellent presentation, demonstrate a high level of customer service and possess good communication skills
- Ability to work to meet deadlines and exhibit flexibility when required
- Basic knowledge of Microsoft Office Suite
- Forklift High Risk Work Licence
- Capability to lift heavy items (e.g. 20 litre drums)
- Good communication skills, with the capacity to work as part of the team, in addition to the ability to work unsupervised
- Take direction from senior staff members and be able to work to meet deadlines
- Always maintain customer and Company confidentiality

Desirable

- Knowledge of computer-based inventory systems and basic knowledge of Sympac software is ideal
- Prior demonstrated customer service experience

KEY PERFORMANCE AREAS AND INDICATORS

- Ensure customer orders are filled 100% correct
- All stock receipted into system correctly and labelled appropriately where required
- Stock location accuracy for the warehouse
- All calls into the business must be answered within 4 rings
- Ensure warehouse is clean, tidy and organised at all times
- Ensure warehouse is opened and closed
- Ensure top 200 lines are not on back order
- Always dressed professionally and representing the company in a positive manner
- Maintain a courteous, professional manner with staff and clients
- Respond to all enquires on same day as received (return calls / emails same day)

ACCOUNTABILITIES

- To comply with all office Workplace Health and Safety Policies and Procedures whilst at work.
- Not to place him/herself or any other person at risk in the workplace.
- To ensure all work carried out does not embarrass, harass, victimise or place company staff at a disadvantage regarding race, sex, or other areas as defined by law regarding Equal Employment Opportunity and Anti-Discrimination.
- Maintain and comply with Sedl Agencies' Company and Quality Standards and Improvement system.

The details contained in this Position Description reflect the content of the job at the date it was prepared. Sedl Agencies Pty Ltd reserves the right to amend the duties within the position description in line with business needs, and taking into consideration your skills, training and experience.