

## Position Description

**Position Title:** Warehouse Assistant

**Department:** Community Engagement

**Reports to Position:** Warehouse Supervisor

**Direct Reports:** Nil

### Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

**C – Committed**

**A – Accountable**

**R – Respectful**

**E – Ethical**

**S – Successful**

### NDIS Risk Assessed Role

*Managers to complete risk assessment – please select:*

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☐ Yes ☒ No

More than incidental contact with clients ☐ Yes ☒ No

### Portable Long Service Leave

This role is not entitled to Portable Long Service Leave.

### Position Overview

The primary function of this role is to assist the Commercial Operations team and Warehouse Supervisor to carry out general warehouse activities in our warehouse in Bald Hills.

### Essential Functions and Responsibilities

Activities may include:

- Assisting Warehouse Supervisor with stock take activities.
- Pack and dispatch customer orders;
- Operating Crown Wave and Crown Stacker, including high reach and using the pallet jack;
- General warehouse duties;
- Assist with mail – opening, sorting and placing letters and other brochures or promotional materials in envelopes ready for posting;
- Kits – make kits using promotional materials for current programs and activities e.g. puppy sponsorship, open day, etc;
- Coordinate the unloading, storage and loading of all goods;
- Ensure safe and efficient utilisation of all storage areas;

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- Assist in the stock management and supply and issue of staff uniforms, ensuring relevant approval processes are followed;
- Assist with coordinating volunteers to assist with a variety of warehouse functions;
- Ensure all inbound calls are answered in line with documented procedures and provide a response within a reasonable timeframe;
- Work alongside volunteers and apply GDQ policies and procedures, including completion of volunteer record of hours and assisting with induction of volunteers when required;
- Ensure all orders are packed in accordance with standard operating procedures for dispatch via post, couriers or for internal deliveries;
- Assist in the management of canine medication stock in association with canine and veterinary team which includes ordering, storing and dispatching as required;
- Ensure all perishables (including canine food and medication) is stored appropriately and in line with manufacturer guidelines;
- Coordinate the unloading, storage and loading of all goods when required.

## Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

## Supervisory Responsibilities

Nil

## Knowledge and Skills

### Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do

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not pose an unacceptable risk to the safety and wellbeing of NDIS participants.

### Desirable

- Experience working in a warehouse or similar environment.
- Ability to work well with others, and autonomously when required.
- Demonstrated capacity to maintain motivation and attention to detail while completing repetitive tasks.
- Computer literacy and technology skills.
- Problem solving skills.
- Ability to handle multiple tasks and priorities.

### Working Conditions and Environment

- This position is based at our Guide Dogs campus in Bald Hills.
- The work environment is predominately the Commercial Operations warehouse but will involve making walking deliveries across the campus.
- The position involves standing, sitting, lifting, carrying, and pushing as typical daily activities. Use of trolleys and equipment associated with a warehouse operation is required.