

Warehouse Store-person Position Description



Position Title:	Warehouse Store-person		
Reports to:	Leading Hand		
Direct Reports:	None		
Financial Delegations:	None		
Division:	Operations	Dept:	Warehouse
Location:	National	Creation Date:	27 November 2014

Company Overview

Brief summary of company: Signet is always the best place to look for packaging, safety and cleaning supplies. As a company we are passionate about providing the best service both internally and externally, and this is a key point of difference for Signet in the marketplace. We are passionate about Operational Excellence and have set ourselves a goal to be the world's best at Direct and Database Marketing. Ultimately we will deliver to our customers an Unmatched Low Cost Customer Service Experience - Always.

Our brand promise is to be - Always in stock. Always on time. Always reliable.

Mission Statement: To be the first place industry looks for their packaging and safety supplies—Always.

Group Core Values: Honour, Change for Strength, Diligence, Ownership and Commitment

Position Overview & Organisational Requirements

Position Summary:

The Warehouse Store-person is responsible for the fulfilment of day to day operations within the various Winson Group warehouse business centres, such as Goods Inward, Despatch and Quick Pick as well as other supply functions within the group. Standard Operating Procedures and Work Instructions are to be applied to fulfil our company promise. This role requires use of computers, scanning equipment and MHE and the keeping of manual records for duties such as Housekeeping, MHE prestart, CoR and others stipulated within SOP's and Policy. The position also requires that when identified training to cross skill and learn new Process and Procedures will be embraced.

Organisational Requirements:

- ➔ All positions within the Winson Group will always support the achievement of our Mission.

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- When dealing with our colleagues, customers and the community, all employees should always act in accordance with the company's stated values and behaviours, customs and practices.
- Employees are always required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.
- Employees have the right to refuse to carry out or stop unsafe work, if there is a reasonable concern that the work will expose a serious risk to health and safety from an immediate or imminent hazard. If work is stopped because it is unsafe, management must be advised as soon as possible. Whilst the matter is being resolved alternative work is to be carried out, including doing other tasks trained or able to do.

Key Responsibilities

- Display behaviours consistent with the stated Winson Values

Goods Inwards

- Unload vehicles and containers as required using WHS approved practices
- Inspect and check goods against received paperwork to ensure correct prior to entry into Navision
- Enter receipt of stock into Navision
- Generate documentation for receipt or put-away
- Generate appropriate item labeling as required
- Repack and rework process
- Carry out the NCT receiving process
- Using Navision generated documents to put stock away, using correct MHE and safe manual handling practices
- Register movements on correct completion
- Maintain other company required documents and forms that may come into force from time to time
- Assist in the review and maintenance of Standard Operating Procedures (SOP) and Visual Work Instructions that support the processes carried out in Goods In
- Raise problem solving initiatives when noted
- Communicate in a courteous manner with all internal and external contacts

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Despatch

- Carry out duties that ensure that all Transfers and Orders are picked in a timely manner to meet the company Promise “Always”
- Using Navision to generate labels to direct picking (Pick & Ship method) using portable scanning equipment
- Pick customers orders and / or Transfers via pick sheet (Repack and Ship method) using portable scanning or local base station RF technology
- Perform forklift operations, including loading / unloading, bulk order picks, replenishments and movements as required
- Generate and perform movement worksheets
- Generate transport consignment notes / pallet transfer dockets as required
- Maintain CoR, internal quality check sheets, and dangerous goods records as required
- Supply / generate dangerous goods documentation in line with relevant regulatory certifications
- Deal with customers and staff in a friendly and pleasant manner

Warehouse and Stock Control

- Report stock discrepancy issues and assist in the subsequent investigation
- Perform stock takes as requested by the Warehouse Manager
- Ensure at end of day that warehouse equipment (e.g. lights and fans are turned off, forklifts are on charge if required) and where last to leave, warehouse is secure before leaving (i.e. windows and doors are shut and locked)
- Maintain the integrity of the warehousing ERP Systems through correct stock location, error reporting and accurate picking processes

Housekeeping

- Perform housekeeping tasks on a daily basis or as directed
- Commit to the corporate 5S Strategy practices
- Complete all required equipment and forklift safety check sheets correctly and in full

OHS & E

- Follow all appropriate OHS&E practises and procedures
- Report all accidents or incidents as soon as practicable for appropriate remedial action and / or maintenance
- Contribute to the improvement of OHS&E practices and performance within direct operational area, and across the business by applying “Take 5” or raising awareness at the team huddle

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General

- Assist the department by occasionally undertaking additional functions e.g. involvement in facilitating and providing input to the team huddle
- Attend relevant training sessions, such as Fire Wardens, Fire Safety Training, CI or OHS&E

Key Competencies/Experience

Key Competencies

- Develop an understanding of Warehouse Logistics Systems
- Attention to detail
- Ability to work both as an individual and as a member of a team
- Ability to manage time
- Continually develop quality customer service skills and competencies
- Ability to learn and develop new skills to aid process change

Experience

- 2 or more years' experience within a warehousing environment preferable, but not essential

Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Number of NCT's generated by non-conformance to correct processes
- General cleanliness of warehouse work areas, reviewed daily
- Safety incident reports raised due to incorrect application of work practices / processes
- Picking rate
- Truck departure in line with company KPI

Qualifications

- N/A

Mandatory Criteria

- Current Forklift License or willingness to obtain

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Specific Requirements of the Position

- Med-high physical requirements for job as per Task Analysis & Functional Assessment Form for Warehouse
- Flexible with work hours within the standard day hours
- Availability for overtime, as required

Key Stakeholders

Internal

- Warehouse Manager
- Leading Hand / Warehouse Supervisor
- Head-Office and regional Signet & Insignia employees

External

- Customers
- Suppliers
- Freight Companies

Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature _____ Date _____
Manager Name & Signature _____ Date _____

Date	Reviewed By	Comment
9/03/11	N Golenkova	New template
30/4/11	G Miller	Update of Position Description
23/05/11	N Golenkova	Review text and formatting
24/05/11	J Ket	Review text and formatting
12/06/14	D Leeming	Specific requirements of the position section – physical requirements
11/08/15	A Robertson	Updated content
11/08/15	S McCalman	Reviewed text and formatting
01/02/17	S McCalman	Updated to include Values and Behaviours
16/02/21	V Bushill	Updated to include right to refuse unsafe work

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