

# Warehouse General/Production Hand

<b>Directorate:</b>	Commercial Enterprise, Fundraising and Communication
<b>Reports to:</b>	CDS Warehouse Supervisor
<b>Direct reports:</b>	Nil
<b>Location:</b>	Tamworth NSW.
<b>Primary position objective:</b>	Provide a high level of customer service to members of the public who utilise the Return & Earn service at a Vinnies bulk container deposit centre. To receive deposits of recyclable drink containers from customers and partner sites, operate warehouse equipment to process these containers, support fellow workers, and ensure the warehouse is kept safe and orderly.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

## Directorate overview

This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the directorate and their functions are:

**Fundraising:** this team is responsible for state-wide corporate partnerships, community fundraising and events; major gifts and philanthropy; gifts in wills and estates; direct marketing and appeals; and fundraising development.

**Communications and Marketing:** this team is responsible for state-wide brand and creative services; external communications; issue management; marketing; digital communications and digital fundraising.

**Retail and Logistics:** this team is responsible for state-wide retail service delivery; logistics and supply chain network; and retail projects.

**Commercial Enterprises:** this team is responsible for state-wide recycling and sustainability initiatives; Container Deposit Scheme (CDS); and new commercial enterprises.

## Accountabilities and responsibilities

The CDS Warehouse General/ Store person will:

- Demonstrate good customer service in all dealings with customers
- Ensure customer's needs are being met at all times with feedback and any complaints dealt with promptly and professionally
- Operate point of sale system for refund and sales transactions
- Support and implement directions from Supervisor regarding warehouse activities for collection and sorting of recyclable drink containers
- Operate equipment used for bulk sorting of recyclable drink containers in accordance with strict instructions
- Assist with repairs, cleaning and maintenance of warehouse equipment

- Maintain housekeeping standards for a safe, clean and tidy warehouse
- Support the procedures for collection, storage and transportation of recyclable drink containers collected from partner sites
- Assist with the loading and unloading of goods delivered to/collected from the warehouse
- Use forklift to empty bins of sorted recyclable containers into bulk bins for transport
- Provide a timely movement of sorting bins to assist other production hands who are engaged with using equipment for container counting and sorting
- Assist with the assembly and maintenance of wheeled bins
- Monitor general warehouse equipment and promptly refer faults for maintenance and repair
- Provide daily maintenance and care of the warehouse forklift
- Monitor the volume of recyclable containers held in bulk bins on site and seek collection/replacement as needed by contracted service partner
- Carry out all duties in accordance with strict work, health and safety requirements
- Perform all duties in accordance with the ethos and mission of the Society
- Any other duties as required to fulfil your role.

## Key working relationships

In addition to the CDS Warehouse Supervisor, the CDS Warehouse General/Production Hand will foster close working relationships with:

- Fellow Warehouse General/Production Hands, Container Deposit Scheme (Commercial Enterprise, Fundraising and Communications);
- Service Partners for logistics and equipment maintenance (external);
- Commercial partners (external).

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all leaders across the Society:

- 'People we Serve' Centric: (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- Values Based Leadership: (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- Impact Focus: (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- Collaboration: (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- Change Leadership: (Level 1) Support the implementation of change.
- Team Performance: (Level 1) Develop own performance and contribute to team performance.
- Digital Engagement: (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- Innovation and Improvement: (Level 1) Contribute to generating new ideas that will improve services and ways of working.

### Role-specific criteria

- Excellent communication skills and the ability to provide outstanding customer service

- Experience working within a warehouse and/or production environment
- Demonstrated ability to meet production requirements
- Capacity to perform manual tasks within a warehouse environment
- Ability to work collaboratively as part of a team and also independently
- Understanding of work, health and safety requirements within a warehouse environment
- Experience in using forklifts and / or will to gain forklift ticket.
- Willingness to uphold the ethos and mission of the Society
- Current Drivers Licence

### **Desirable criteria**

- Demonstrated understanding of the Not for Profit sector
- Maintenance of mechanical equipment