

Job description guide

Clear job descriptions are one way to boost role clarity in your business. Use this guide to help you understand what makes an effective job description. Mandatory fields for any job description are marked with an asterisk (*) throughout this guide.

Job description

Position Title:*	Warehouse Worker (fulfilment)
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Role clarity starts with the position title. A good position title is a simple phrase that communicates the level and scope of a role. Avoid using uncommon or ambiguous words to make sure expectations are clear.

Location:	Broken Hill (the warehouse and business office are located on the same site)
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Identify the location of the role, including whether site visits or work-related travel should be expected.

Employment type:*	Full-time ongoing position
Type of remuneration:*	Salary between \$55,000-\$65,000 a year excluding superannuation

This information provides clarity on pay and conditions and is essential to include in all job descriptions.

Reports to:*	Warehouse Supervisor People leader role: Yes <input type="checkbox"/> No <input type="checkbox"/>
Number of direct reports:	0

Providing clear reporting information demonstrates the structure of your business and eliminates any confusion as to who manages who. Clear reporting information also helps employees know where to turn if there is a problem. Include information on whether the position is a people leader role, as this illustrates responsibility and leadership expectations.

Benefits:	4 weeks paid parental leave, Flexible working, Access to EAP (Employee Assistance Provider), discounted local sport memberships, joining a diverse and inclusive workplace which hires people of all abilities
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About our business

Established in 1998, we are a family-owned business that has been operating in Broken Hill for over 20 years. We specialise in warehouse management and state-wide distribution of manufacturing products. Our core values are accountability, trust, and integrity and we live these out every day in the way that we operate. As a family-owned business, we are also proud to be active members of our local community. We've been a longstanding sponsor of junior sport and dance clubs, and have had a team in the local mixed netball competition for the past 5 years. We're looking for a Warehouse Worker to join our close-knit team as we continue to grow the business.

By explaining the business purpose, services and the way it fits into the community, you set an expectation of the values you are looking workers to align to, which can provide a greater sense of purpose at work. Provide a simple overview, describing what services you offer, what industry you work in, your values, and information about your workplace culture.

Job purpose *

Our Warehouse Workers ensure timely and accurate processing of deliveries and shipments to and from the warehouse to ensure products reach our customers within service level agreement timeframes in good order. We pride ourselves on being the largest delivery and shipping fulfilment company in all of NSW and have contracts with some of Australia's largest manufacturing companies. To achieve this, there are many systems, machines, and processes in place. However, no system is perfect. We rely on our Warehouse Workers to make sure our conveyor belts start with the right shipment and that procedures are being followed correctly. This position is an essential part of making sure we can continue to have happy customers who receive their packages on time.

Provide a high-level overview of the role, summarising how the role assists the organisation in achieving its objectives, rather than the tasks it undertakes. A clear purpose will also help an employee identify how their work impacts the larger goals of the business and make their own workplace goals.

Required skills

- Valid Australian forklift licence
- 1-2 years warehouse experience
- Ability to work on feet and carry objects weighing up to 20 kg

List the skills, licences, qualifications, or experience required to perform the role. Start with those that are essential for the role, then transition into preferred skills. This list will help an employee understand the foundational skills expected of them.

Preferred skills

- High level organisation skills
- High level communication skills

Ensure a clear understanding of the duties and responsibilities that are part of everyday work, including key tasks. These should be described using simple action words and with enough detail to clearly communicate expectations and standards.

Key duties and responsibilities *

- Receive merchandise for return or delivery and verify its contents
- Count and stock merchandise based on inventory control log
- Input shipment receipt details into internal database daily, including weight, time, and tracking numbers
- Identify damaged, lost, or missing merchandise and notify the Warehouse Manager immediately
- Pack orders in an orderly manner and close boxes so they are prepared for shipping
- Operate forklift to move goods around warehouse
- Comply with all work health & safety policies and attend regular briefings
- Attend team meetings at the business office and contribute to reviews of warehouse process evaluation and improvement



Key relationships *

This role reports to the Warehouse Manager. Our Warehouse team includes four other Warehouse Workers, and has regular informal meetings with the Warehouse Manager who operates from of our onsite business office.

This role has key relationships with:

- Warehouse Manager –The Warehouse Manager is responsible for overseeing the performance of the Warehouse Workers. They also manage the relationship between transport companies, suppliers, clients and operational and IT systems. They're responsible for making sure you're set up for success everyday so you can do your job.
- Other Warehouse Workers –Your other Warehouse Workers form part of your core team. You'll be communicating and interacting with them daily to ensure things run smoothly day to day.
- Delivery and Freight Workers –Our Delivery and Freight Workers make sure each package is loaded and unloaded onto the correct containers and trucks. Accurate and consistent communication with this team is vital to ensuring each package gets to where it needs to go.
- Customer Representatives –Timely and accurate delivery to our customers is one of our top priorities. When customers have an issue, our Customer Representatives are their first port of call. A great working relationship with our Customer Representative team ensures that issues get solved easily and quickly. As the worker closest to package processing, this team will rely on your expertise to advise how we can work within our systems to resolve customer issues.

Listing key relationships provides clarity on who this employee will be expected to engage with to complete their everyday tasks, and on the processes that are followed in your business.



Review process *

This job description will be reviewed at the end of each fiscal year.

Last reviewed June 2022.

You should continually review your job descriptions to ensure they are fit for purpose and identify current tasks and responsibilities. Use this section to provide information on how and when the job description will be reviewed and when the last review took place.

Improving role clarity is one way to support the wellbeing of your workplace.

For more ways to support a mentally healthy workplace, we offer free training and coaching.

Learn more or register by scanning this QR code or visiting our website, below.

mentalhealthatwork.nsw.gov.au

