	POSITION DESCRIPTION	
	Title	Warehouse Stores/ Admin (Full-time)
	Location	Sunshine, Melbourne
	Effective	January 2019

People in Plastic

People in Plastic have been in operation for over 40 years since 1977 (formerly known as Malcolm Paul Sales). XTM Pty Ltd has been operating the Victorian franchise since 2008.

People in Plastic aim to be the friendliest wholesaler of industrial plastic packaging in Australia and we strive to make it easier for customers to do business. Over time, People in Plastic have built a strong reputation in the industry.

People in Plastic distribute over 800 products including bottles, baskets, bins, buckets, crates, cubes, containers, drums and pails.

Our products are distributed to thousands of customers in a wide range of industries, including industrial hardware, manufacturers (agricultural chemicals, pool chemicals, paint, honey producers, disposals), electrical wholesalers, government departments, telecommunication, universities and schools, printing, catering and hotel/ motel suppliers, hire companies, home brew and the mining industry.

Our mission is to grow as an efficient and friendly distributor of premium plastic and packaging products. We will value our customers, suppliers, employees and family as we grow.

Role of the Warehouse Stores/ Admin

The Warehouse Stores/ Admin position assumes primary responsibility for warehouse tasks, including picking/ packing, despatching and receiving stock.

The position is also required to assist the Managing Director with a broad range of business activities, including telephone enquiries, taking orders and general office duties.

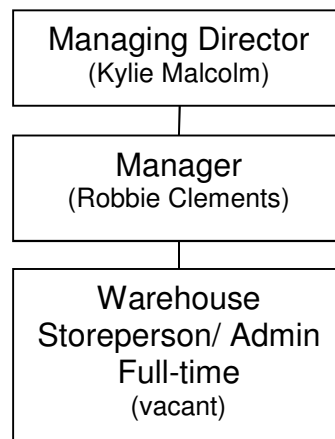
The position is, at times, required to take responsible for the day-to-day tasks of the business when the Managing Director is absent.

Work Environment

The Warehouse Stores/ Admin reports directly to the Managing Director. The Managing Director is responsible for the coordination of all local business operations and developing sales and supplier relationships. The Franchisor office in Brisbane, Queensland, provide support with sales, accounts and marketing functions.

As the work environment is small, the position is required to be flexible to assist with a variety of warehouse and office tasks. The position is required to provide direct service to customers and liaise with Franchisor staff and external contractors (such as freight companies).

Organisation Structure



Challenges

The Warehouse Stores/ Admin position is a busy and varied role, requiring an ability to effectively prioritise its own workload.

Due to the small nature of the business, a good knowledge of processes and products must be developed and maintained. The position also requires initiative and sound interpersonal and problem solving skills in order to resolve issues when the Managing Director is absent.

Key Accountabilities

Warehousing

- Assume primary responsibility for picking, packing and loading and unloading deliveries.
- Manage the movement of chep pallets into and out of the warehouse, ensuring costs incurred are kept to a minimum.

Customer Service

- Respond to telephone and in-person enquiries and orders using friendly, helpful customer service skills.
- Follow up outstanding orders, ensuring customers are informed of delivery timeframes and expectations are managed effectively.

Computer Systems

- Enter new sales into MYOB, ensuring accurate information is entered into the system.
- Accurately update MYOB computer records with incoming and outgoing stock movements.

Product Knowledge

- Develop and maintain knowledge of the product range in order to accurately manage warehouse stock movements and assist with customer enquiries.

Operational Improvement

- Follow warehouse and office processes and procedures and suggest ideas for improvement to accommodate changing business requirements.

Housekeeping

- Ensure clear access ways and high standards of housekeeping and hygiene are maintained in all warehouse and office work areas.

Key Communications

The position communicates on a daily basis directly with customers and external contractors (such as freight companies) in order to discuss product requirements, deliveries and resolve problems. The position is also required to liaise regularly with Franchisor staff on a variety of office issues.

Decision Making

The Warehouse Stores/ Admin will, at times, be required to make decisions in the absence of the Managing Director to ensure the smooth running of office and warehouse operations.

Knowledge, Skills and Experience

The position requires experience in office and/ or warehousing work, which has included the use of computers and involved direct customer service.

The position requires a current forklift licence or a willingness to train for a forklift licence.

Systems Knowledge

Knowledge of or an ability to acquire knowledge of MYOB and sound skills in the suite of MS programs, including Word, Excel and Outlook.

Communication and People

Demonstrated sound verbal and written communication skills together with a commitment to friendly customer service and the ability to maintain productive working relationships in a small team environment.

Product Knowledge

Knowledge of or an ability to rapidly acquire knowledge of plastic products.

Operational Improvement

Ability to follow processes and suggest ideas for improvement.

Additional Factors

Hours of Work

The operating hours of the warehouse and sales desk are currently:

Monday to Thursday 7.30am to 4.00pm

Friday 7.30am to 3.00pm

There is flexibility for hours to be negotiated with the Managing Director to ensure necessary resources are on site at all times. Flexibility with opening hours may be required in the future.

Workplace Health and Safety

XTM Pty Ltd is committed to providing a safe and healthy place for work. All employees are obliged to exercise a duty of care whilst at work. This includes:

- taking reasonable care for the health and safety of yourself and others who may be affected by your actions;
 - cooperating with safety requirements, including following instructions, using protective equipment and using and maintaining machinery and equipment properly;
 - identifying and reporting workplace incidents or hazards; and
 - participating in discussions and attending training in relation to health and safety.
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