

POSITION DESCRIPTION

POSITION: Warehouse Stores

DEPARTMENT: Warehouse

REPORTS TO: Warehouse Manager

Key Objectives

As a Warehouse Storeperson, you will play a crucial role in ensuring the National Music warehouse distribution centre operates at the highest level of accuracy, efficiency, and professionalism. This position requires a proactive, detail-oriented individual who thrives in a fast-paced environment, takes pride in their work, and contributes to the success of the team and company.

Responsibilities

Core responsibilities include, but are not limited to:

- ✓ **Order Fulfilment Excellence:** Pick, check, and pack customer orders with speed and precision.
 - ✓ **Same Day Dispatch:** Ensure all sales orders are processed and dispatched within company timeframes, always prioritising accuracy and deadlines.
 - ✓ **Autonomous Performance:** Work independently to achieve daily targets while maintaining accuracy and efficiency.
 - ✓ **Returns Management:** Process returned products correctly and efficiently in line with company RA procedures.
 - ✓ **Inbound Logistics:** Assist in unloading, receiving, checking, and recording of incoming local and overseas shipments.
 - ✓ **Inventory Control:** Maintain accurate stock levels through regular cycle counts, stock replenishment, accurate labelling and replenishing picking locations.
 - ✓ **Warehouse Standards:** Maintain a safe, clean, and organised workspace at all times.
 - ✓ **Collaboration:** Work as part of a high-performing team, supporting colleagues and contributing to continuous improvement in warehouse operations.
- ❖ **Assist in other areas as required**

Key Behaviours/Competencies

- **Accuracy & Attention to Detail** – Strives for excellence in all tasks.
- **Time Management & Organisation** – Works efficiently and prioritises effectively under pressure.
- **Accountability** – Takes ownership of responsibilities and outcomes.
- **Teamwork & Communication** – Collaborates openly and respectfully with colleagues and management.
- **Adaptability** – Keeps pace with fluctuating demand and changing priorities.
- **Physical Fitness** – Capable of handling the physical demands of warehouse work.

Skills and experience required:

- Previous experience in a warehouse or distribution environment (Preferred).
- Strong knowledge of inventory control systems and processes.
- Competent use of technology.
- A proactive, problem-solving mindset with a drive to continually improve.
- Strong communication skills – verbal and written.

KPI's

- ✓ Accuracy rate in picking, packing, and dispatch.
- ✓ On-time fulfilment in line with Same Day Dispatch Policy.
- ✓ Inventory accuracy (stock counts and replenishment).
- ✓ Quality standards consistently met on outbound product.
- ✓ Contribution to warehouse efficiency and team performance.

Structural Links

Directly Managed by Warehouse Manager