

## POSITION DESCRIPTION

**POSITION:** Warehouse Stores/Guitar Tech

**DEPARTMENT:** Warehouse

**REPORTS TO:** Warehouse Manager

### Key Objectives

Under the Warehouse Manager's supervision, the Warehouse Store/Guitar Tech is responsible for contributing to the company's goal of achieving the highest possible standards in warehouse operations.

### Responsibilities

Depending on assignment, core duties include (but are not limited to) the following:

- ✓ Accurate and efficient picking, checking and packing of sales orders. Ensure accurate invoicing.
  - ✓ **Ensure same day dispatch policy is adhered to** with all sales orders in the tray taking top priority.
  - ✓ To **work autonomously without direction** to ensure orders are dispatched as quickly and accurately as possible
  - ✓ Work as a team as needed to process accurately and efficiently, returned products as per Company Procedures for RA Management (as directed by the Warehouse Manager)
  - ✓ Work as a team as needed in the accurate checking and receiving of incoming local and overseas shipments (as directed by the Warehouse Manager).
  - ✓ **Adhering to inventory control policy of filling picking lines and doing counts as per Warehouse Manager's direction.**
  - ✓ Work as a team to ensure all stock has a bin location and is easily found to make picking more efficient and accurate.
  - ✓ General housekeeping and maintenance of warehouse.
  - ✓ Together with peers ensure quality control of product meets company standard.
  - ✓ **To carry out basic QC checks and Guitar Tech functions to ensure guitars are setup ready to ship to our retailer network. QC check guidelines will be outlined by Warehouse Manager. Average 4 guitars per hour checks.**
- ❖ **Assist in other areas as required**

Breaktimes: To ensure utmost efficiency in warehousing operations, breaktimes will be limited to 10 mins morning and afternoon tea; half hour lunch.

### **Key Behaviours/Competencies**

- Planning and Organising
- Time and Work Management
- Communication – Verbal, Written and Listening
- Teamwork Collaboration
- Physical demand and stress

### **Skills and experience required:**

- Basic knowledge of warehousing and inventory control systems
- Take direction and be able to work autonomously
- Ability to drive hand control forklift (license not required)
- Basic knowledge and experience in Microsoft Office packages
- Proper English usage and composition
- Previous working experience in a warehousing environment

### **KPI's**

- ✓ High accuracy in picking
- ✓ Maintaining high standard in packing
- ✓ Efficiency in picking and sending stock
- ✓ Adhering to our Same Day Dispatch Policy as much as possible

### **Structural Links**

Directly Managed by Warehouse Manager