

# WAREHOUSE OFFICER

- Rewarding permanent fulltime role
- Join a dynamic team in a renowned community focussed organisation
- Generous salary which includes tax free salary packaging of up to \$15,890



## WHO WE ARE & WHAT WE DO:

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John SA engages some 1,000 volunteers supporting the community in the provision of First Aid services and community services. St John SA also employs approximately 100 paid staff, located across the state.

## WHAT WILL YOU DO?

You will be working with a high performing and friendly Warehouse team and provide excellent customer service to our internal and external stakeholders. You will undertake a broad range of on-site sales & service activities and also ensure effective & efficient services are rendered in the receiving and distribution of stock and supplies.

## WHAT WILL YOU BRING?

To be a high performer in this role, you should have:

- Experience in the area of sales & customer service
- Experience in warehouse & storage operations
- Working knowledge of computers especially Microsoft Office, MYOB or Salesforce
- Good knowledge of manual handling practices & techniques and be physically fit
- Excellent customer service skills

## WHAT NOW?

Excited about this role? Then we invite you to apply with your updated resume and cover letter, addressing the key requirements of the role as detailed within the Job and Person Specification (available on the [St John Ambulance SA website](#)).

***St John SA values diversity in the workplace and is an equal opportunity employer.***

Enquiries may be directed to the Procurement, Warehouse & Distribution Coordinator on 0437 423 617 or at [ashleigh.barron@stjohnsa.com.au](mailto:ashleigh.barron@stjohnsa.com.au)

**Applications received up to 6 February 2022**

## St John Ambulance Australia SA Inc.

ST JOHN AMBULANCE AUSTRALIA SA INC  
ABN 42 947 425 570

Head Office South Australia  
85 Edmund Avenue Unley  
South Australia 5061

T: 1300 78 5646  
F: 08 8306 6995  
W: [stjohnsa.com.au](http://stjohnsa.com.au)



## JOB AND PERSON SPECIFICATION

<b>Position Title:</b>	Warehouse Officer
<b>Reports Directly to:</b>	Procurement, Warehouse & Distribution Coordinator
<b>Responsible for:</b>	NA
<b>Member of:</b>	Infrastructure & Assets
<b>Grade:</b>	3

### About St John

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John engages some 1,500 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

### Purpose of the Position

The Warehouse Officer will undertake a broad range of activities to ensure an effective and efficient service is provided to both internal and external stakeholders in the provision of receiving and distribution of stock and supplies.

The Warehouse Officer will also maintain a professional service to clients providing on-site sales and services.

### St John Values

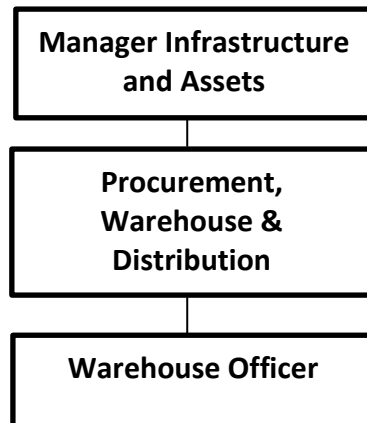
<b>Fairness</b>	Put people and patients first, upholding St John's standards of <b>fairness</b> and ethical conduct.
<b>Integrity</b>	Ensure at all times conduct, <b>integrity</b> and behaviour reflects the values of St John.
<b>Responsibility</b>	Through the services we provide, uphold St John's <b>responsibility</b> to protect persons from injury or death.
<b>Service</b>	Provide a quality and responsive <b>service</b> which meets customer and community expectations.
<b>Trust</b>	Be <b>Trusted</b> to remain calm in stressful situations, make tough decisions and discover practical solutions.
<b>Accountability</b>	Be responsible, take action and have <b>accountability</b> for the services provided to others.
<b>Inclusive</b>	Recognise diversity and be <b>inclusive</b> in working with everyone in the spirit of "one St John".
<b>Dependable</b>	Will be dedicated to providing a consistent, <b>dependable</b> service that others can rely on.

### Special Conditions

- Some out of hours' work may be required
- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate which is acceptable to St John prior to commencing employment with St John. Failure to possess an acceptable National Police Certificate could result in the termination of your employment. Continued employment is subject to the maintenance of a satisfactory NPC.

- Will be required to undertake Child Safe Environments training within the first 6 months of employment.

### Organisational Relationships



### Key Performance Indicator (KPI)

Key Responsibilities	Key Tasks	Measures
<b>Warehouse</b>	<ul style="list-style-type: none"> <li>• Process orders via telephone, internet, email, face to face or in response to promotional activities</li> <li>• Receive, distribute and store all products that arrive and are dispatched from St John</li> <li>• Ensure all orders are processed and prepared for dispatch efficiently and to delivery schedules</li> <li>• Maintain appropriate stock levels of all products required to be dispatched</li> <li>• In consultation with the Procurement, Warehouse &amp; Distribution Coordinator undertake stock taking and replenishment of products, supplies, stationary and uniforms</li> <li>• Sort, inspect and arrange products for packaging</li> <li>• Assist with the daily operations of the warehouse as directed by the Warehouse &amp; Distribution Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Orders to be processed, picked, packed and dispatched within 48 hours of receiving order</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Provide a professional service to clients in the provision of St John products and services</li> <li>• Respond in a timely, professional and efficient manner to client enquiries</li> <li>• Proactively sell and market St John products, supplies and services through daily interaction with clients</li> <li>• Present a professional appearance at all times</li> <li>• Assist at promotional events to showcase the range of St John products and services and to process sales and transactions</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to and acknowledge customer queries within 24 hours</li> <li>• Maintain Average score of 9/10 for all questions relating to this role in the Customer Satisfaction Survey</li> </ul>

<b>Administration</b>	<ul style="list-style-type: none"> <li>• Create and maintain accurate electronic data entry records in relation to sales, orders and stock control</li> <li>• Create purchase orders and process invoices</li> <li>• File and maintain hard copy records and information as required</li> <li>• Print and send /tax invoices to individuals and organisations placing orders</li> <li>• Run appropriate reports such as back order reports to ensure all orders are processed</li> <li>• Ensure an accurate and up to date supply of supplier brochures</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain all records and run reports in line with procedures and to agreed timeframes</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Ensure work station is kept safe and tidy</li> <li>• Undertake work station self-assessment on an annual basis</li> <li>• Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to Managers</li> <li>• Proactively address safety and child protection matters</li> <li>• Ensure work station is kept safe and tidy</li> <li>• Undertake work station self-assessment on an annual basis</li> <li>• Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to Managers</li> </ul>	<ul style="list-style-type: none"> <li>• Work station self-assessment completed annually</li> </ul>

### Core Competencies, Skills and Experience

<b>PEOPLE</b>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Uses appropriate styles and methods/mediums for the particular audience</li> <li>• Uses positive and inclusive communication techniques</li> <li>• Messages delivered are clear and articulate</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Actively participates as a member of a team</li> <li>• Responds positively to instructions and directives</li> <li>• Demonstrates respect for the opinions of others</li> <li>• Shares knowledge, information and expertise with the team</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>• Able to prioritise own work tasks appropriately</li> <li>• Aware of own emotions and those of others, takes this into consideration when acting</li> <li>• Self-motivated and diplomatic</li> </ul>
<b>SERVICE DELIVERY</b>	
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Develops and sustains productive internal and external customer relationships</li> <li>• Understand and is responsive to customers' objectives and needs</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Involves others when required when seeking solutions</li> </ul>

<b>Results Focused</b>	<ul style="list-style-type: none"> <li>• All actions support the Business Unit plan</li> <li>• Knows what outcomes are required and focused on delivering these</li> <li>• Maintain focus at all times</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>• Is receptive to new ideas and solutions</li> <li>• Makes constructive suggestions</li> <li>• Contributes to improvement of processes, methods and systems</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Decisions are made in a timely manner</li> </ul>
<b>CONTROLS</b>	
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Resource requirements are determined by workload</li> <li>• Resources are used effectively and appropriately ensuring minimal waste</li> <li>• Resource utilisation complies with policy</li> </ul>
<b>Managing Risk</b>	<ul style="list-style-type: none"> <li>• Takes actions in which the benefits to the efficiency and effectiveness of service delivery are weighed against potential risk</li> <li>• Contributes to prevention and detection internal controls for team</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• Applies continuous improvement principles consistently</li> <li>• Is aware of and undertakes training to enhance and support continuous improvement efforts</li> <li>• Strives for efficient, effective high quality performance in self</li> <li>• Takes initiative to make improvements</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Maintains required training and qualifications for self</li> <li>• Responding appropriately when risks identified or an incident occurs</li> </ul>
<b>Change</b>	<ul style="list-style-type: none"> <li>• Demonstrates support and flexibility for organisational change and attainment of organisation goals</li> <li>• Adapts to changing needs, conditions and responsibilities</li> <li>• Adapts approach, goals and methods to achieve solutions and results in dynamic situations</li> </ul>
<b>Job Specific Competencies, Skills and Experience</b>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Capacity for self-management with good organisational skills</li> <li>• A commitment to customer service and the ability to be responsive to client requests</li> <li>• Good communication and interpersonal skills with the ability to deal with a diverse range of people</li> <li>• Ability to build and maintain positive working relationships with a range of stakeholders</li> <li>• Ability to maintain a professional appearance at all times</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience and working knowledge of the Microsoft Office range of applications</li> <li>• Experience in the area of sales and customer service</li> <li>• Experience in warehouse and storage operations</li> <li>• Experience working with not for profit / community based groups (desirable)</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of effective customer service techniques</li> <li>• Knowledge of manual handling techniques</li> <li>• Knowledge of first aid products and services (desirable)</li> <li>• Knowledge of the not for profit / community sectors (desirable)</li> </ul>
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>• Acquire (if not already held) current first aid certificate</li> </ul>

## General Position Information

Nominal working hours are Monday to Friday 8.30am to 5.00pm however the position requires some flexibility in order to meet organisational needs.

## J&PS Review and Acceptance

<b>Job Holder</b>	Name: Signature: Date:
<b>Supervisor / Manager</b>	Name: Signature: Date: