

Warehouse Officer

- Full time ongoing opportunity
- Values-based organisation
- Strong team environment with an emphasis on development and learning



WHO WE ARE & WHAT WE DO

For over 140 years, St John Ambulance SA has supported the South Australia community to help save lives and build community resilience to improve the safety and healthcare for all South Australians. In addition to Health & Medical Services, St John Ambulance SA also provides community care, delivers nationally accredited first aid training, and is the largest provider of first aid products and equipment.

THE OPPORTUNITY

The Warehouse Officer works as part of a small team responsible for receiving and distributing stock, filling orders and customer service. You will be required to fill and dispatch orders for internal and external clients, as well as provide customer service over the phone, online and in person.

We are seeking a team player who thrives in a busy environment, and can prioritise their work day around receiving stock and filling orders.

ESSENTIAL CRITERIA:

- The role is offered on a full-time basis, working Monday to Friday 8.30am to 5.00pm
- Current National Police Certificate and Working With Children Check, both of which are acceptable to St John SA, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Child Safe Environments training within the first six months of employment.

ABOUT YOU – Ideal candidates will demonstrate:

- Previous experience in a warehouse environment
- Experience in sales and customer service.
- Experience with utilising stock maintenance systems, CRM systems and Microsoft applications.
- Physically fit with the ability to regularly lift up to 15kg.
- Knowledge or manual handling techniques.
- Ability to effectively work as part of a team.
- Knowledge of first aid products and services (desirable)
- Commitment to safe working practices
- Good communication and interpersonal skills with the ability to deal with a diverse range of people

St John Ambulance Australia SA Ltd

ST JOHN AMBULANCE AUSTRALIA SA LTD
ABN 42 947 425 570
ACN 667 428 168

Head Office South Australia
85 Edmund Avenue Unley
South Australia 5061

T: 1300 78 5646
F: 08 8306 6995
W: stjohnsa.com.au

HOW TO APPLY

APPLY NOW via [Seek](#) with your CV and cover letter expressing why you are suited to the position. For enquiries, please get in touch with hr@stjohnsa.com.au

St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe. All successful applicants are required to complete a National Police Check and Working with Children Check. St John SA values diversity in the workplace and is an equal opportunity employer.

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Job and Person Specification



Position Title:	Warehouse Officer
Department / Function:	Warehouse
Reports to:	Procurement, Warehouse and Distribution Coordinator
Award/Common Law	General Retail Industry Award
Classification – Grade:	Level 3

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The Warehouse Office supports warehouse operations by processing and preparing orders, receiving stock and completing administrative tasks.

The role will also include providing customer service, processing sales both in person, over the phone and online to internal customers, commercial clients and the public.

Key Relationships

Number of Direct Reports:	• Nil
Key Internal Relationships:	• Product Sales team • Commercial Trainers • Health and Medical Services team
Key External Relationships:	• Suppliers • Clients and customers

Core Functions	Scope of Work
Warehouse	• Process orders via phone, email, online and in person. • Receive, distribute and store products on arrival. • Effectively prepare orders to ensure delivery times are met. • Ensure stock levels are maintained. • Contribute to stocktaking activities. • Effectively communicate with internal and external customers in relation to sales and orders.

Customer Service	• Provide professional service to internal and external clients and the public. • Provide advice in relation to St John products. • Respond within given timelines to enquiries and requests. • Proactively promote St John products, supplies and services. • Assist with sales at promotional events. • Build and maintain knowledge and understanding of St John products and services.
Administration	• Create and maintain accurate data entry records related to orders, sales and stock. • Create purchase orders and invoices. • Effectively generate standard reports related to sales and stock. • Participate in relevant projects and project tasks.
Workplace Health Safety and Welfare	• Proactively address safety and child protection matters. • Ensure work station is kept safe and tidy • Undertake workstation self-assessment on an annual basis. • Follow safe and health work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to managers.

Knowledge Experience and Capabilities

- Experience in warehouse and storage operations.
- Experience in sales and customer service.
- Ability to prioritise daily tasks.
- Experience communicating with a wide range of people.
- Ability to effectively work as part of a team.
- Experience with utilising stock maintenance systems, CRM systems and Microsoft applications.
- Physically fit with the ability to regularly lift up to 15kg.
- Knowledge of manual handling techniques.
- Knowledge of first aid products and services (desirable).

Qualifications

- First aid qualification (minimum of Provide First Aid) (or willingness to obtain)

Essential requirements

- Pre-employment medical is required prior to commencement
- Current South Australian Driver's License
- At times of peak work demand, may be asked to participate in some after-hours work (or flexible working hours including requirement to work on weekends and after hours)
- Must be prepared to relocate within St John should the need arise
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment.

Position Description: Warehouse Officer

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Approved By: People and Performance