



Position Description

Position:

Team Member

Reports to:

Team Leader

Position Objective

- Efficiently manage local freight requirements, including deliveries and associated paperwork, to support overall business operations.
- Assist with retail functions such as merchandising, customer service, and sales, ensuring a positive in-store experience.
- Adhere to and uphold all safety procedures and management plans, contributing to a safe and compliant workplace.
- Support key business objectives, including meeting freight deadlines, achieving sales targets, and maintaining merchandising standards.
- Actively contribute to a positive and collaborative workplace culture.

Responsibilities

Freight Duties

- Organize and deliver local freight using company vehicles, scanners, and machinery.
- Collect freight as required, ensuring timely service.
- Comply with all legislative road rules and safety regulations.
- Perform administrative tasks necessary for freight processing, including paperwork as needed.

Merchandising & Customer Service

- Prioritize customer service to provide an outstanding experience, handling inquiries, and resolving customer needs effectively.
- Utilize point-of-sale software (Retail Express) to process transactions accurately.

- Handle payments via EFTPOS, cash, or cheque, ensuring accuracy and efficiency.
- Develop product knowledge using available resources, including online training, supplier materials, representative sessions, and in-store training.
- Conduct goods-inward checks, verifying received stock for accuracy and quality.
- Maintain high merchandising standards, including organized displays, clear labelling, accurate pricing, and general tidiness.
- Implement responsible security practices to prevent loss and ensure stock integrity.
- Follow occupational health and safety (OH&S) practices as outlined, using provided resources.
- Assist in executing promotional activities as directed by management.

Steel & Yard Services

- Assist customers with inquiries and sales of steel products, ensuring accurate information and a seamless transaction process.
- Adhere to high OH&S standards when operating within the yard and handling steel products.

Training

- Participate in ongoing and special training as needed, including:
 - Occupational Health and Safety (OH&S) procedures and best practices.
 - Use and navigation of various business IT systems.

Performance Standards and Indicators

- Contribute to the growth of the merchandise sector by meeting or exceeding sales targets.
- Maintain stock accuracy and integrity through effective inventory practices.
- Foster effective working relationships with management and team members.
- Demonstrate consistent attendance, punctuality, and adherence to uniform guidelines.
- Actively practice and promote Occupational Health and Safety standards.

****Mostly Mon-Fri with approximately one half day Saturday per month****

Email your resume to Aaron or call for more information:

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