

POSITION DESCRIPTION

Job Title:	Store Worker Grade 2
Award:	Road Transport and Distribution Award 2020
Business Unit:	Clothing and Collections
Reports To:	Commercial Manager SA
Direct Reports:	Nil
Location	Donation Centre, Windsor Gardens
Date Updated:	February 2021

About Red Nose

Red Nose is a leading charity dedicated to saving little lives through research and education, and providing support services for families whose baby or young child has died.

Our Clothing Collection & Recycling program is a social enterprise run by Red Nose. We collect pre-loved donated clothes and household items and then resell or recycle them through our retail network in partnership with Savers in Adelaide and Melbourne. Donations are accepted via our red bags, direct to Savers stores, or to our Windsor Gardens warehouse.

All profits are reinvested back into our programs funding lifesaving research, support services for bereaved families, and education programs to save little lives.

Position Purpose

The Store Worker Grade 2 role is a key role within the Clothing and Collections Team and is responsible for maintaining a safe, organised and clean Warehouse as well as ensuring that stock is handled, recorded, stored and processed correctly.

Working as part of the SA clothing and collections team, the Store Worker Grade 2 helps with the running of the Warehouse by keeping accurate records, diligently moving and handling stock, collecting stock from the greater Adelaide region, maintaining our positive relationships with the Savers team, and being a professional and capable public face of Red Nose. This position is an integral, important and highly valued part of our team.

Key Internal Relationships

- Clothing and Collections Team in SA and Vic
- Savers Team
- Contractors

Key External Relationships

- General Public
- Donors of pre-loved goods

- Receiving, unloading and storage of incoming goods, in a safe manner and following Red Nose policies.
- Accurately weigh stock and record handover of coded line items.
- Work closely with external contractors to maximise the speed of stock in and out.
- Timely and safe packing of outbound trucks, following Red Nose training and policies.

- Delivery or collection of donated goods in the greater Adelaide region, and occasional interstate travel may be required.
- Completion of associated paperwork, ensure documentation for recording and transferring stock is completed.
- Empty donation bins, and box/re-bag stock items as required.
- Scheduling of weekly collections in greater Adelaide region and ensuring they are completed on-time.
- Answering the phone and taking customer enquiries and messages as required from time-to-time.
- General warehouse duties and administration.
- Assist with the maintenance of the warehouse including processing waste and recycling, cleanliness of vehicles, and general maintenance duties.
- Undertake all training required to understand and accurately use Red Nose systems and processes.
- Positively contribute to an excellent team culture
- All other duties requested by warehouse management
- Comply with all Red Nose OH&S requirements including manual handling, safe lifting, and safe driving.

Experience & Qualifications

Essential	<ul style="list-style-type: none"> • Experience in following strict training requirements and in-house policies. • Experience working as a storeperson and physically able to manage demanding duties as directed. • Fair-to-good computer skills incl. Excel, Outlook and Word. • Excellent time management and organisational skills and the ability to handle a variety of daily duties seamlessly.
Desirable	<ul style="list-style-type: none"> • Knowledge of OH&S policies. • A forklift license or willingness to obtain.

Skills & Technical Expertise

Essential	<ul style="list-style-type: none"> • Full driver's licence. • Good customer service skills and ability to answer the phone and interact with customers. • Ability to follow complex instructions and to use initiative to inject idea's into the daily operations and future growth plans.
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Personal Attributes

Essential	<ul style="list-style-type: none"> • Demonstrated integrity, honesty and a willingness to work as part of a team. • A 'can-do' attitude. • High level of personal accountability and self-drive.
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Authorisation

Position authorised by: co-CEO

Employee signature: _____

Date: ____/____/____

