

## Position Description

### Position Title: **Internal Sales/Warehouse Coordinator Western Australia**

Reporting to	National Sales Manager
Liaises with internally	Managing Director, Administration, Workshop, Sales Consultants, Engineers, Finance & Legal, Marketing & Design & People & Culture
Liaises with externally	Customers, Stakeholders
Purpose of the Position	The Internal Sales/Warehouse Coordinator position is an internal role that plays a pivotal role in the Wangara Branch. You'll be the driving force behind organising the WA warehouse operations, picking, packing, dispatching goods whilst providing exceptional service and support to drive sales through our internal sales processes. You will be self-motivated with the ability to work autonomously assisting our customers and anticipating and exceeding their expectations.
Essential Criteria	<p>The Internal Sales/Warehouse Coordinator is required to have the following:</p> <ul style="list-style-type: none"> <li>• Proficient in MS Office (Word, Excel).</li> <li>• Knowledge of the practical management of Occupational Health and Safety and ability to comply.</li> <li>• Excellent numeracy and literacy skills.</li> <li>• Excellent work ethic with high attention to detail and strong communication skills.</li> <li>• Have the ability to work as part of a team and work autonomously</li> <li>• Support the engineering team to ensure customer project requirements are met.</li> <li>• Forklift Licence</li> <li>• Sales Knowledge</li> <li>• Warehouse Knowledge</li> </ul>
Preferred Criteria	<ul style="list-style-type: none"> <li>• Experience preferred but training will be provided</li> <li>• Mechanical Background</li> <li>• Manufacturing knowledge an advantage</li> <li>• Knowledge of or awareness of Valves a distinct advantage.</li> </ul>
Key Performance Indicators	<ul style="list-style-type: none"> <li>• Working well as a team member</li> <li>• Punctuality</li> <li>• Prioritising work in step with any issues that arise</li> <li>• Ability to complete an assigned task within the required time frame</li> <li>• High attention to detail</li> <li>• High level of communication with the Production staff and members of the Management Team</li> <li>• Compliance with all John Valves systems, standards, policies, and procedures</li> <li>• Complete preventative maintenance requests as per schedule</li> </ul>

## Tasks and Responsibilities

### For the Workplace

- Adhere to human resources policies including anti-discrimination, harassment, bullying and victimisation policies

- Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment
- Display a positive attitude and be an active member of the team
- Treat others with respect
- Follow direction provided by senior members of the team, where authorised

### **Key Responsibilities for the Role – Internal Sales**

- Provide outstanding customer service via incoming sales calls.
- Handle phone sales enquiries, provide verbal pricing, and prepare written quotations for clients in accordance with company procedures.
- Respond to customer emails in a timely manner.
- Process purchase orders and stock orders.
- Control and maintain stock levels and reorder as required to ensure stock levels are maintained at the required levels.
- Assist with sales and at the same time manage customer expectations using initiative and solving problem.

### **Key Responsibilities for the Role – Warehouse Coordinator**

- Undertake the receiving and dispatching goods in accordance with the company's procedures and policies, checking for damage or discrepancies between goods and invoices
- Inventory Control, including executing regular stock takes in the warehouse
- Organise the warehouse to receive goods delivered and freight consignment notes
- Pick, Pack & despatch customer orders
- Labelling goods with details of storage location
- Operating a forklift to place and remove goods on high levels in warehouse
- Operating specialised equipment, such as manually and electronically as required
- Store products in designated locations, maintain an organised and tidy warehouse
- Any other duties that may be reasonably required from time to time

### **Key Competencies**

- Mechanical aptitude for warehouse duties/understanding
- Good verbal and written communication skills
- Ability to work cooperatively and respectfully with other from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Ability to work as a team & to lead by example
- Strong organisation skills, with ability to prioritise and follow through
- Foster a trusting, inclusive and mutually supportive environment and treat each individual with dignity, integrity and respect
- Contribute to a culture that promotes the safety and wellbeing of all employees.

### **Standard Management**

- Strict compliance with all John Valves systems, standards, policies and procedures
- Promoting safety and risk management initiatives at all times
- Ensure activities meet with and integrate with organisational requirements for; expected workplace behaviours, quality management, health and safety, legal stipulations, environment policies and general duty of care
- Comply with Occupational Health and Safety standards in accordance with OH&S manual.
- This Position Description is intended to describe the general nature and level of work that is to be performed by employees assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this Position Description may be changed at Company discretion and activities may be added, removed or amended at any time.

I acknowledge the duties set out in the Position Description above and understand that the Position Description and duties may alter from time to time to suit the needs of the business.

**Name:**

**Signature of Employee:**

**Date:**