

APPENDIX B
JOB DESCRIPTION

Job Description – Stock Controller

Job Title:	Stock Controller
Channel:	Supply Chain and Inventory Planning
Reports to:	Manager
Location:	Warehouse & Airport

Responsibility Statement

Your role as Stock Controller is responsible for assisting in the overall Warehouse operation to ensure accurate maintenance of stock levels. The primary responsibilities include, but are not limited to, receiving, distribution, inventory management and database management.

Key Duties:

- Manage stock control including receipting and transferring including document recording and data entry into system
- Adhere to administrative responsibilities including prompt processing of invoices, returns paperwork etc.
- SAP: update stock inventory levels daily to reflect correct stock on hand
- Respond to emails / phone inquiries in a timely manner
- Liaise with stores to conduct counts on all stock inaccuracies as required
- Conduct and assist cycle count and full stock takes
- Liaise with Customs officials and manage the process and destruction of Duty paid goods as per Customs compliance requirements
- Record and report non-scan items according to Lagardère AWPL Policy
- Manage the reconciliation of non-scan items and negative stock
- Process and maintain the failed to collect data base
- Perform additional duties as assigned

Guest Service

- Ensure high standards of customer service to internal and external stakeholders
- Carry out friendly and efficient customer service at all times, ensuring the "OSCAR" essentials is consistent
- Provide a high standard of Guest Service in dealing with customer inquiries and complaints
- Have a complete understanding of the Lagardère AWPL Rules and Procedures and Policies and to abide by these rules at all times

Compliance

- Be aware of customs requirements as they relate to our duty free environment and ensure we adhere to our customs procedure statement
- Ensure no tobacco or gambling product is sold to any persons under the age of 18, check identification if necessary
- Ensure a complete understanding of the Lagardère AWPL OH&S Policy and Consultation Statement, and to assist in providing a clean and safe environment
- Remain up to date and ensure compliance with Aviation Security requirements as documented in our memorandum of responsibility.

Loss Prevention – Reduce the Risk

- Carry out shop & warehouse surveillance as required
- Keep high priced items in well supervised areas
- Be aware of blind spots in the store & warehouse
- Report loss prevention issues to Management and complete incident report form
- Be aware of and support the company's Loss Prevention requirements

Other

- Ensure warehouse cleanliness at all times e.g. dusting, vacuumed and swept on a daily basis
- Carry out manual handling and lifting duties as required, ensuring the correct lifting procedures are adhered to e.g. bend knees, access load and break down load if necessary
- Ensure to read and keep up to date on any company notices/memos or procedural changes
- Ensure use of the day book to feed information to team

Key Performance Indicator's

- Manage the warehouse process autonomously & as directed
- Shrinkage / Stock Loss
- Turnaround efficiency
- Completeness and accuracy in Data processing
- Accurate recording of inventory and stock management systems.

Skills, Knowledge and Experience required

- Computer literacy at an intermediate level – MS Office
- Previous warehouse and distribution experience (bonded warehouse ideal)
- Interpersonal skill
- Ability to use initiative
- High attention to detail
- Good communication skills
- Customer service focus
- Previous retail experience would be an advantage

Competencies

Accountability

The obligation of an individual or organization to account for its activities, accepts responsibility for them, and to disclose the results in a transparent manner.

Communication

Is able to relay information clearly and succinctly in a variety of communication settings and styles; can get messages across that instigate appropriate actions.

Guest Focused

Commits to meeting the expectations and requirements of internal and external stakeholders; acts with stakeholders in mind; values importance of providing high-quality customer service.

Diversity

Manages all kinds and classes of people equitably; supports equal and fair treatment and opportunity for all; fosters a climate of inclusion, where diverse thoughts are freely shared and integrated.

Operational Excellence

Projects a professional image of oneself and the organisation demonstrates a positive attitude, takes pride in one's work and demonstrates respect for co-workers, colleagues and guests. Reviews on performance and actively seeks and acts on advice & guidance.

Innovation

Anticipates future consequences and trends accurately; brings creative ideas to market; recognizes strategic opportunities for change; creates competitive and breakthrough strategies.

Integrity

Is widely trusted; is seen as a direct, truthful individual; presents truthful information in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent himself or herself for personal gain.

Professionalism

Adheres to the highest standards of professionalism and adopts best practices. The ability to maintain stable performance in the face of pressure or opposition.

Results Driven

Pursues everything with energy, drive, and a need to finish; does not give up before finishing, even in the face of resistance or setbacks; steadfastly pushes self and others for results.

Team Spirit

Builds cohesive teams of people within the organization; shares wins and success such that each team member feels valuable and appreciated; guides teams to establish and achieve goals.

Performance Standards

Performance Standards will be measured based on the Key Result Areas & Competencies listed above, identifying levels of standards with a measurable outcome. Performance Standards are described in the accompanying performance standard document and will be discussed on the commencement of employment.

Work Environment

The airport is a strictly controlled security environment, and you are obliged to meet all policies and procedures required. A security check is mandatory for all staff and a breach of security could result in your employment being terminated.

Indicative Hours

Your normal hours of work will be 40 hours per week. However, you will be required to work such hours as required from time to time to satisfactorily perform the duties required in respect to your position.

Physical Demands

The demands of the role include the ability to stand up for long periods, involves manual handling, a degree of twisting and turning and the capacity to deal with the pressures of a fast paced service environment is required.

Occupational Health & Safety

- Work in a manner that will not endanger your Health and Safety
- Work in a manner that will not endanger the Health and Safety of others
- Comply with Policies, procedures and processes that have been developed to assist you in performing tasks without injury

- Communicate to both fellow workers and management any hazards or risks to Health and Safety that you observe

Special Note

The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills to perform the role.