

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Merchandise Sorter	Department	Engagement & Support - Retail
Location	Derrimut Distribution Centre, VIC	Direct/Indirect Reports	Nil
Reports to	Merchandise Sorting Team Leader	Date Revised	December 2019
Industrial Instrument	Storage Services and Wholesale Award		
Job Grade	Job Grade 2	Job Evaluation No:	HRC0010614

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to the team performance. People at the Team Member level do not have any employees reporting to them on a day to day basis.

■ Position Summary

The purpose of the Merchandise Sorter role is to sort and grade donated and recycled merchandise. The role reports to the Quality Control Team Leader to ensure a consistent supply of quality merchandise that meets stores requirements.

■ Position Responsibilities

Key Responsibilities

- Assist the Quality Control Team Leader to implement and improve quality control processes to meet business objectives
- Sort and grade donated and purchased recycled merchandise according to set standards and store requirements
- Assess garment quality and suitability and address any quality issues with the Merchandise Sorting Team Leader
- When required, supervise a team of volunteers and provide training
- Work to volume and category targets set by the Merchandise Sorting Team Leader and provide explanations for any variance
- Undertake administrative tasks, including stock control, stock take and reporting on production
- Attend orientation, training and meetings when required
- Replenishing stock levels for bulk reserve
- General storeroom duties
- Understand and apply Red Cross retail policies and procedures.
- Instil a focus on merchandise loss prevention

■ Position Selection Criteria

Technical Competencies

- Strong eye for fashion and trends
- Knowledge of Australian fashion industry and brands
- Appreciation of quality control standards and processes
- Experience working both independently and within a team; experience working with volunteers would be an advantage
- Detail-oriented, organized and able to work at fast pace to meet deadlines
- Excellent interpersonal and communication skills with ability to build and maintain relationships at all levels and communicate effectively
- Ability to understand and relate to store needs
- Demonstrated time management skills and dedication to improving efficiencies
- Physically able to work in a warehouse environment, including standing for long periods of time

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters