

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Receiving, Despatch and Forklift Operator	Department	Retail
Location	Derrimut VIC	Direct/Indirect Reports	None
Reports to	DC Operations Team Leader	Date Revised	January 2020
Industrial Instrument	Storage Services and Wholesale Award		
Job Grade	Choose an item.	Job Evaluation No:	

■ Position Summary

The Drive and Forklift Operator is responsible for day-to-day stock movements within the Distribution Centre as well as the delivery and pickup of inventory from local stores, donations depots and partners.

■ Position Responsibilities

Key Responsibilities

- Confident operation of a high reach forklift
- Confident operation of a counter balance forklift
- Loading and unloading of vehicles (by carton or pallet)
- Stock receipt through inward goods / inventory system
- Manifest, shrink wrap and dispatch of outgoing product
- Precise storage or putaway of incoming stock
- Picking and packing orders (bulk and carton)
- Manual handling and sortation of freight
- Stock movement to and from sortation operation
- Pallet / stillage control
- Waste / recycling control
- General warehouse duties and housekeeping
- Provide additional support when required to driving to local stores, donation depots and partners to deliver and collect product

■ Position Selection Criteria

Technical Competencies

- Recent experience in confidently operating a high reach forklift
- Recent experience in confidently operating a counter balance forklift
- Recent experience in confidently unloading or loading trucks and vans
- Proven capacity to perform a carton pick, pack and dispatch process
- Knowledge and experience of inventory management systems
- Proven capacity to organise and maintain a put-away inventory storage system

- Knowledge and experience in pallet/stillage control
- Proven capacity to organise and maintain waste and recycling disciplines

Qualifications/Licenses

- Hold a valid Forklift Licence
- Hold a valid Driver's Licence

Behavioural Capabilities

- **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.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **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