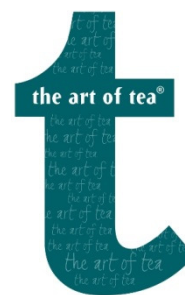


The Art of Tea

Positions Description – Warehouse/Manufacturing (packing and despatch)



Primary Objective of Role: To undertake processing of retail and wholesale orders from inception to despatch, with the exception of invoicing, and in a manner that aligns with our core business values.

The person is responsible for the processing of all Art of Tea products, from Goods Receivable, through specific blending, packaging (weighing and labelling) and processing of orders for despatch. This is to be undertaken in an efficient, diligent, and accurate manner.

The staff member is expected to monitor and manage warehouse stock to ensure the inventory is maintained in a way that enables efficient order processing and stock prepared for our other retail points of sale (Kingston Shop, Salamanca Market, the Bouteague & other events as required).

As part of the sales & warehouse team the person will need to communicate directly couriers, suppliers and customers including taking phone orders & responding to enquiries. The person is to undertake themselves in a mature way in which aligns with our core business values and well represents our brand.

The staff member is expected to gain detailed product knowledge. This will enable them, when required to provide a genuine, caring, friendly, mature & informed sales experience for all our customers.

It is essential that each warehouse staff member operates efficiently and diligently whilst coping with quickly changing priorities. They must be able to work both independently and as a team member. They must follow procedures accurately, pay attention to detail and keep accurate records. They must be able to cope with tight daily deadlines and a busy working environment.

It is essential that the warehouse staff member has a current drivers licence and access to a vehicle.

Order processing, warehouse operations & stock management

Responsibilities	Skills Required
<ul style="list-style-type: none">• Read and pick orders• Pack tea for orders, shelf stock & our retail points of sale• Liaise with couriers• Monitor stocks of<ul style="list-style-type: none">○ bulk goods,○ packaging materials and○ packed teas	<p>Prioritise orders</p> <p>Prioritise the replenishment of stock/packed teas on shelves</p> <p>Accuracy & attention to detail</p>

<ul style="list-style-type: none"> • Record keeping • Stock ordering – as requested • Follow procedures & instructions • Blend teas according to recipes • Participate in quarterly & annual stocktake as required • Keep warehouse and packing area tidy • Apply safe OHS practices • Undertake local deliveries as required • Clean warehouse, shop, packing room, & kitchen • (Open and close warehouses) 	<p>Timely completion of orders</p> <p>Efficient & systematic packing</p> <p>Record keeping</p> <p>General cleaning</p>
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Sales – (Phone customers/wholesale and occasional retail)

Responsibilities	Skills Required
<ul style="list-style-type: none"> • Take phone orders • Promote new teas/cross promote • Record keeping 	<p>Product knowledge,</p> <p>General health advice/product suggestion</p> <p>Accuracy</p> <p>Friendly, bright, courteous, respectful and timely service/manner</p>

Qualification, experience & personal attributes.

Qualifications and experience	Personal attributes
<p>Good level of literacy (including numeracy)</p> <p>Packing/processing or warehouse duties (Advantageous)</p> <p>General health & wellbeing knowledge with tea &/or herbal knowledge (highly regarded)</p> <p>General sales &/or customer service</p> <p>Current Drivers licence</p>	<p>Friendly, mature, reliable, efficient, trustworthy</p> <p>Ability to be empathetic to customers</p> <p>Clean, tidy & wears appropriate attire (warehouse & sales, uniform as provided)</p> <p>Contributes to business progress with ideas</p> <p>Attention to detail</p> <p>Has pride in own work.</p> <p>Self starting/manages priorities</p> <p>Can work alone or in a small team</p> <p>Works to deadlines at times</p> <p>Follows directions & procedures accurately</p>

Remuneration:

Modern Award: Food Beverage & Tobacco Manufacturing Award

(Commencing at Level 2 during training)

Agreement:

Name of Employee: (Print)

Signature of employee:

Date:

Name of Employer/Manager: (Print)

Signature of Manager:

Date: