

## The Art of Tea - Positions Description

**Primary:** Warehouse/Manufacturing (packing and despatch) and Sales

**Secondary:** Administration support (ad hoc, as needed)

Primary objectives of warehouse 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.

As part of the sales & warehouse team the person will need to communicate directly with 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.

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 some tight daily deadlines and a busy working environment.

Primary objective of sales role: The staff member is expected to gain detailed product knowledge. This will enable them, to provide a genuine, caring, friendly, mature & informed sales experience for all our customers. Customers include face to face in our Kingston shop (at the warehouse) and over the phone to retail and wholesale customers (new and existing).

Primary objective of the Admin support role: The person is expected to be able to process online orders and customer emails and enquiries in an efficient and friendly manner. They are expected to gain knowledge on our administrative processes quickly and be confident with a PC. This role is secondary to the warehouse/sales role however the ability to process orders and respond to customers is valuable.

Role clarity: The incumbent main duties each day are to blend and package tea, as well as to pick, pack and despatch customer orders. However, daily customer engagement (sales) is required and is integrated within the warehouse operations. Intermittent walk in customers to the warehouse shopfront are served promptly and phone orders and enquiries are all taken by warehouse staff. The sales aspect is shared throughout the day with other team members.



Attending to the administrative tasks is ad hoc and is as-needed in the absence of the part time admin clerk or manager. Generally, it involves basic printing of orders and processing phone or email orders with the use of XERO.

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

## **WAREHOUSE:**

### ***Order processing, warehouse operations & stock management***

<b>Responsibilities</b>	<b>Skills Required</b>
<ul style="list-style-type: none"> <li>• Read and pick orders</li> <li>• Pack tea for orders and shelf stock</li> <li>• Liaise with couriers</li> <li>• Monitor stocks of               <ul style="list-style-type: none"> <li>○ bulk goods,</li> <li>○ packaging materials and</li> <li>○ packed teas</li> </ul> </li> <li>• Record keeping</li> <li>• Blend teas according to recipes</li> <li>• Participate in quarterly &amp; annual stocktake as required</li> <li>• Keep warehouse and packing area tidy</li> <li>• Apply safe OHS practices</li> <li>• Clean warehouse, shop, packing room, &amp; kitchen</li> <li>• Open and close warehouses</li> <li>• Comply with COVID Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Follow procedures &amp; instructions</li> <li>• Record keeping</li> <li>• Accuracy</li> <li>• Attention to detail</li> <li>• Act in a timely manner</li> <li>• Efficient &amp; systematic packing</li> </ul>

## **SALES**

***Kingston shop (at warehouse) phone, email. Retail and wholesale customer. New and existing.***

<b>Responsibilities</b>	<b>Skills Required</b>
<ul style="list-style-type: none"> <li>• Attend shop &amp; phone customers</li> <li>• Handle cash and EFTPOS transaction</li> <li>• Promote new teas/cross promote</li> <li>• Record keeping</li> <li>• Take phone orders</li> <li>• Maintain shop displays</li> </ul>	<ul style="list-style-type: none"> <li>• Product knowledge</li> <li>• General health advice/product suggestion</li> <li>• Accuracy</li> <li>• Timely service</li> </ul>

**ADMINISTRATION** (*ad hoc*. Max 1-2 hours daily).

Responsibilities	Skills Required
<ul style="list-style-type: none"> <li>• Answer the phone</li> <li>• Print online orders</li> <li>• Attend basic emails</li> <li>• Process phone or email orders with XERO</li> <li>• Handle cash and EFTPOS transaction</li> <li>• Promote new teas/cross promote</li> <li>• Record keeping</li> <li>• Liaise with Manager</li> </ul>	<ul style="list-style-type: none"> <li>• XERO for invoicing</li> <li>• WordPress / Website admin (basic)</li> <li>• Ability to follow procedures accurately</li> <li>• Accuracy &amp; efficiency</li> </ul>

**QUALIFICATIONS, EXPERIENCE & ATTRIBUTES**

Qualifications and experience	Personal attributes
<p>Good level of literacy (including numeracy)</p> <p>General sales &amp;/or customer service</p> <p>Pick, pack and despatch experience</p> <p><i>Advantageous</i></p> <p>Small business manufacturing/processing experience <i>Advantageous</i></p> <p>General health &amp; wellbeing knowledge with tea &amp;/or herbal knowledge (<i>Highly regarded</i>)</p>	<p>Friendly, mature, reliable, efficient, trustworthy, responsible, bright, courteous, respectful, caring &amp; genuine</p> <p>Empathy with customers</p> <p>Clean &amp; tidy</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>Tea-m player</p> <p>Can work alone</p> <p>Works to deadlines if required</p> <p>Follows directions and procedures accurately</p> <p>Adheres to business policies</p>

**RENUMERATION**

Status: Casual

Modern Award: Food, Beverage & Tobacco Manufacturing 2020

Pay rate: During initial training period, commencement pay at Level 2 \$27.46 \*(June 2023)

*\*This rate is predicted to rise on 1 July 2023.*

*Post training period the incumbent will increase to Level 3 and so on with demonstrated competency*

**AGREEMENT To be signed upon employment.**

Name of Employee: (Print) .....

Signature of employee:

Date:

Name of Employer/Manager: (Print) .....

Signature of Manager:

Date: