

POSITION DESCRIPTION

Position Title:	Customer Service Officer - Stores
Position Number:	10705
Directorate:	Strategic Projects & Infrastructure
Reports to:	Operations Centre Coordinator
Department:	Infrastructure Services
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 3

1. POSITION OVERVIEW

The Customer Service Officer - Stores is responsible for maintaining Council's stores areas in a safe and appropriate condition and the receiving and issuing of stock items.

1.1 Position Objectives

- Perform the daily functions of the store.
- Issue stock items to employees.
- Maintain a register of loan items issued.

2. DUTIES & RESPONSIBILITIES

2.1 Stores Administration

- Develop and maintain quality relations with all customers to ensure a high level of customer service is achieved.
- Ensure all freight movements are dealt with in a timely manner and originators of all inwards goods are notified of arrival.
- Ensure non-stock project goods are tagged and stored securely.
- Check all deliveries against delivery dockets and purchase orders.
- Ensure all freight consignment data is correct and cross referenced to the relevant order and goods received.
- Record all stock received.
- Store all stock items in a safe and secure manner.
- Issue stock items to employees with authorised requisitions.
- Record all stock issued, including bulk fuel and oils.
- Assist with the monitoring of stock items to ensure sufficient quantities are maintained.
- Assist with the rolling stocktakes to test actual stock quantities to computer records and follow up on discrepancies, reporting any discrepancies to the Depot Services Officer.
- Maintain the stores area in a clean and tidy condition.

2.2 Loans Control

- Maintain a register of all loan items issued.
- Report any incidents of lost or damaged items to the Operations Centre Coordinator.

2.3 Chemical Management

- Assist with the maintenance of Council's Chemical Management System.

2.4 General

- Relief courier run when required.
- Assist with the issuing of fuel as required.
- Assist with maintaining a register of keys issued.

- Any other duties consistent with the level of this position and the principles of broad banding.

2.5 Occupational Health & Safety

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- Comply with all City policies and procedures relating to safety.
- Utilise the City's procedure for OHS Communication, Consultation and Issue Resolution.
- Not misuse or damage any equipment provided in the interests of safety or health.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near-miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form within 3 days.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under regular supervision of the Operations Centre Coordinator
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2 Judgement and Problem Solving

- High level of attention to detail and accuracy.
- Well-developed problem-solving skills.
- Demonstrated ability to follow logical system process.
- Developing time management and organisational skills.

3.3 Specialist Knowledge and Skills

- Demonstrated experience and knowledge of stores procedures and inventory management.
- Developing customer service skills.
- Working knowledge of stores procedures, chemical management.
- Working knowledge of Microsoft Office software.
- Working knowledge of the Council's operations is desirable.

3.4 Interpersonal Skills

- Developing keyboard skills, numeracy skills, written and verbal communication skills.

3.5 Qualifications and Experience

- Two years' experience in stores, warehousing or administration
- Licence to Perform High Risk Work LF (Forklift operator's licence)
- Completion of Year 10 Certificate or equivalent with English and Maths
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)