



HRF-02 Warehouse Operative Rev 01

## **Warehouse Operative**

(Reporting to Warehouse Manager)

### **Main Objective:**

To book in, pick, pack and dispatch goods to our variable customer base whilst ensuring you are always efficient and productive with a strong focus on Quality and Customer Service.

### **Main Duties:**

- Provide excellent customer service.
- To book in goods.
- To complete pick lists in the Pick and Dispatch Process.
- To cycle count accurately.
- To book in customer returns.
- To be proactive and self-motivated.
- Housekeeping. To ensure the warehouse is looking its best at all times.
- To ensure all product related issues and facility issues are reported to your Team leader/Supervisor.
- To ensure that all agreed processes and procedures are followed at all times.

### **Skill Requirements:**

Self-Motivation.

Team player

The ability to work under one's own initiative.

The ability to work in a pressurized environment.

1 to 2 years' experience is desirable but not essential.

Experience of using Handheld Scanning Equipment is desirable

### **Experience:**

2 years in a similar role desirable

Experience with Barcode systems/Handheld devices /Software desirable

Experience in Microsoft Office essential

### **Qualifications:**

Leaving cert

Forklift certs are desirable.

**Core Competencies:**

- **Customer Focus-** Demonstrate a high standard of customer service, striving to exceed the customer's needs, both internal and external. Takes Responsibility for problems and queries and ensures the customer is satisfied. Is polite and courteous and builds rapport with customers.
- **Communicating Effectively-** Demonstrates the ability to communicate clearly at all levels, verbally and in writing. Is clear concise and easy to understand. Seeks others views and encourages contributions. Ensures information reaches the relevant people and that messages are understood.
- **Team working-** Develops positive working relationships with colleagues. Offers advice and assistance when required. Sharing knowledge and experience. Contributes to team effectiveness
- **Results Orientation Including Planning and Organisation-**Demonstrates the ability to achieve results, changing direction as and when necessary. Is able to plan and organise workstation and daily tasks to assist performance and achieve objectives. Manages the delivery of service daily. Identifies what needs to be achieved and develops plans to deliver optimum results within constraints. Monitors progress adjusting plans when required. Keeps organised and accurate records
- **Contributing to the future of the organisation-**Is motivated to play a role in the organisations business. Is enthusiastic about the direction of the company and supports changes to achieve company aims. Seeks to develop own role and career and seeks to learn and develop new skills and knowledge. Goes beyond the defined role

*Patricia Kirwan*

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Signed on behalf of the company

24/01/2023

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Date

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Signed by the Employee

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Date