

Role Profile | Warehouse Specialist

Team: Supply Chain
Manager: Head of Global Supply Chain

Role Summary

The Warehouse Specialist is responsible for overseeing all aspects of warehouse operations, including receiving, storing, and distributing products. This role requires a detail-oriented individual with excellent organisational skills and the ability to work independently. This role is crucial in ensuring the efficient and accurate handling of inventory, from receiving and storing products to order fulfilment and shipping.

Key Responsibilities

- Maintain accurate inventory through regular cycle counts, annual stock take, and audits. Update systems in real time.
- Efficiently process customer orders: pick, pack, and ship accurately. Ensure proper packaging.
- Handle incoming shipments: verify quantities, inspect quality, and store properly.
- Conduct quality checks on stored items, especially those with expiration dates.
- Safely operate warehouse equipment. Report issues promptly.
- Implement and maintain the FIFO system and maintain organised storage.
- Process returns and update inventory records accordingly.
- Keep the warehouse clean and organised. Maximise space utilisation.
- Complete all necessary paperwork accurately and timely.
- Use inventory management software and equipment proficiently.
- Perform quality checks on products, remove expired products, and report defects.
- Accurately complete and file all necessary paperwork, including shipping manifests, receiving reports, and inventory adjustment forms.
- Double-check picked orders against picking lists to ensure 100% accuracy before shipping. Pack products securely to prevent damage during transit.
- Collaborate with sales and customer service to resolve order issues and handle special requests.
- Prepare shipping/receiving documentation and coordinate with carriers to ensure prompt pickup/delivery.
- Monitor stock levels on the shelf and initiate restocking when necessary.
- Assist Customer Service with consignment stock management and reconciliation.
- Identify process improvement opportunities in warehouse operations.
- Interpret warehouse data to make informed decisions and suggest improvements.
- Participate in cross-training to enhance skills in various warehouse functions.
- Perform other duties as assigned by the Head of Global Supply Chain.

Key Competencies

Attention to Detail

- Ensures accuracy in all tasks, including verifying shipments and maintaining precise records.
- Proactively identifies discrepancies and takes responsibility for correcting them.
- Maintains high standards of quality in all warehouse processes.

Strong Organisational Skills

- Effectively manages time, tasks, and priorities to meet daily operational demands.
- Maintains a clean, structured, and well-organised workspace at all times.
- Supports accurate and efficient inventory management practices.

Problem-Solving Ability

- Approaches issues logically to identify root causes.
- Implements practical and timely solutions to resolve operational challenges.
- Looks for opportunities to improve processes and increase efficiency.

Team Collaboration & Professional Conduct

- Communicates clearly, respectfully, and professionally with all team members.
- Maintains composure under pressure and contributes to a calm, stable working environment.
- Works collaboratively to support team outcomes and ensure smooth warehouse operations.

Adaptability

- Embraces change and remains effective in a fast-paced environment.
- Quickly learns and applies new processes and systems.
- Maintains a positive and flexible approach when priorities shift.

Qualifications and Experience

- High school diploma or equivalent.
- Previous experience in a warehouse or distribution environment.
- Basic Microsoft Office Suite computer skills, specifically Outlook and Excel.
- Proficiency in using warehouse management systems or software, preferably SAGE X3, and relevant technologies. Efficiently uses tools to enhance performance.

Expectations

- Take reasonable care for one's own health, safety, and well-being and that of other personnel who may be affected by conduct. Adhere to defined workplace health, safety and wellbeing and injury management policies and procedures.
- Maintains Company standards involving ethical and moral character and always represents the Company with the highest professional standards.
- Comply with the requirements of the Quality Management System.