

POSITION DESCRIPTION - STOREPERSON

CURRENT INCUMBENT -

REPORTING TO -

LOCATION -

DATE -

POSITION SUMMARY

The Storeperson is responsible for ensuring that goods are received from suppliers and delivered to customers on time and undamaged. She/he is also responsible for maintaining the goods and assisting with various profit centre activities as required.

KEY COMPETENCIES AND ACCOUNTABILITY

1. *Receipt Of Goods*

Ensure that goods received from suppliers reconcile to the orders placed and are undamaged.

Receipt of goods would normally involve acceptance of goods delivered to the profit centre, but also entail picking up goods from suppliers' site. In the case of the latter, supplier safety requirements must be observed.

2. *Stock Administration*

Entering the details of the new stock into the computer register.

Coding of the goods.

Filing the objects.

3. *Storage Of Goods*

Identify goods supplied for profit centre stock and store them in the predesignated locations.

4. Computer Skills

The ability to enter details of the goods received into the computer system.

5. Team Contribution

The ability to work as part of a team and contribute to the team effort by assisting other team members when required, and taking the initiative to do so.

6. Manual Handling Skills/ Knowledge Of Company Stock Codes

The incumbent must have knowledge of standard manual handling techniques including the ability to use lifting aids such as forklifts.

7. Ability To Drive A Motor Vehicle

Must have a current driver's license.

8. Delivery Of Goods

Identify goods that are due to be dispatched to customers, and ensure that they are delivered to the customers on time and undamaged.

Comply with customer safety requirements.

Obtain signatures as proof of delivery.

9. Vehicle Maintenance

Ensure that the profit centre vehicle is maintained in a clean, safe and roadworthy condition.

10. Warehouse Maintenance

Ensure that all areas of the warehouse are kept clean and that the standard safety and security precautions are understood and observed.

Ensure that fire exits are kept clear at all times, with easy access to the fire extinguishers.

WORKPLACE HEALTH AND SAFETY

As part of each employee's legal and moral responsibility to MM Electrical Merchandising, employees are to support management by:

- Cooperating with the Company to enable compliance with any duty imposed upon them by law;
- Using properly and effectively equipment designed to safeguard his/her well-being.
- Being aware of factors / situation which may impact upon the health, safety and welfare of his / her self and be conscious of the effect of his / her action(s) upon the health, safety and welfare of others.
- Following implicitly the Company's Workplace Health and Safety Policy / Procedures as communicated in writing or as instructions received orally.
- Ensure all accidents / incidents are reported within 24 hours.
- Report all hazards as outlined in Company procedures.

As well as the responsibilities outlined for employees, delivery drivers have additional requirements to further help and support management in ensuring that safety requirements are met. These are:

- Ensure any loss of licence or any driving offence is reported to the Profit Centre Manager
- Conduct Vehicle checks and record on form provided on a monthly basis
- Ensure vehicles comply with all federal and state requirements
- Ensure the vehicle is maintained to meet the positive image required by MM Electrical Merchandising
- Report all vehicle accidents as outlined in MM Electrical Merchandising procedures
- Comply with M M Electrical Merchandising "Safety Standards and Safe Delivery" procedures as outlined at Induction
- Ensure all appropriate licence, car insurance, registration details are provided on a regular basis

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REQUIRED COMPETENCIES

- Product recognition
- Documentation
 - Goods Inwards
 - Goods Outwards
 - Supplier Claim for Credit
 - Quality Management System
 - Filing
 - Invoicing
- Warehouse Maintenance
- Stock Maintenance
- Handling, Storage, packaging and Delivery
- Telephone Techniques
- Customer Service
- Transport System (Internal & External)
- Point of Sale System

POSITION DESCRIPTION - ADMINISTRATION CLERK

CURRENT INCUMBENT -

REPORTING TO -

LOCATION -

DATE -

POSITION SUMMARY

The administration Clerk is responsible for providing an efficient service to the company's customers, primarily in the telephone area, as well as ensuring that all the administration areas are completed accurately and promptly.

KEY COMPETENCIES AND ACCOUNTABILITY

1. *Provision of Customer Service*

Effectively action customer requests and inquiries with respect to the provision of goods, confirming deliveries and providing advice or details.

Newly created back orders should be run at least once daily.

Refer any queries which cannot be immediately answered to the appropriate person for follow up and action if necessary.

Liaise with suppliers to ensure that customer orders are placed quickly and accurately and likewise actioned by suppliers.

2. *Documentation*

Raise sales documentation in a prompt, legible and accurate manner.

Ensure all cash sales over \$1,000 have customer name and address.

Ensure all credit notes are signed off by the Profit Centre Manager.

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3. ***Promotion of Company Products***
Promote the company's products and services to customers both in a counter sales environment as well as over the telephone.

 4. ***Debt Collection***
Identify delinquent accounts I the trial balance and then contacting those customers with overdue money.

 5. ***GRL and Invoice Matching***
Compare purchase orders with supplier invoice to allow for payment.

Check relevant reports to confirm correct processing.

 6. ***Supplier claim Actioned***
Raise a claim for credit on a supplier who has been identified as supplying incorrect goods.

 7. ***Filing Supplier Invoices and Accompanying Paperwork***
Ensure that the appropriate paperwork is filed accurately as per procedures.
Ensure that timely archiving is done.

 8. ***Filing Manager's POS Reports***
Ensure all POS Reports are signed by Manager before filing.

 9. ***Banking Daily***
Reconcile all monies received against cash sale audit trail and receipts.

Prepare banking documentation ie. deposit slips etc., and banking of same.

Ensure all Debtors Payments are banked each day and marked off the trial balance.

 10. ***Invoice and Purchase Order Mailing***
Ensure all invoices and purchase orders are mailed to customers and suppliers.

11. *Petty Cash*
Ensure petty cash is monitored
Reconciliation of petty cash

12. *Other*
Ensure that appropriate assistance is provided to other members of the profit centre when required.

13. *Profit Centre Specific*

WORKPLACE HEALTH & SAFETY

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- Using properly and effectively equipment designed to safeguard his/her well-being.
- Being aware of factors / situation which may impact upon the health, safety and welfare of his / her self and be conscious of the effect of his / her action(s) upon the health, safety and welfare of others.
- Following implicitly the Company's Workplace Health and Safety Policy / Procedures as communicated in writing or as instructions received orally.
- Ensure all accidents / incidents are reported within 24 hours.
- Report all hazards as outlined in Company procedures.

REQUIRED COMPETENCIES

- Telephone techniques
- Customer Service
- Documentation
 - Goods Inwards
 - Goods Outwards
 - Supplier Claim for Credit
 - Quality Management System – Books 1, 2 & 3
 - Filing
 - Invoicing
- Point of Sale System
- Stocktake Procedures
- Debt Collection

POSITION DESCRIPTION - INTERNAL SALES

CURRENT INCUMBENT -

REPORTING TO -

LOCATION -

DATE -

POSITION SUMMARY

The Internal Salesperson is responsible for providing an efficient service to the Company's customers, primarily in the counter sales area.

KEY AREAS OF ACCOUNTABILITY

1. *Provision of Customer Service*

Effectively action customer requests and inquiries with respect to the provision of goods, confirming deliveries, and providing advice or details.

Record back orders and promptly pass onto the person responsible for purchasing for action. Run and action imminent back order report twice a week.

Ensuring the prompt referral of any queries which cannot be immediately answered to the appropriate person for follow up and action if necessary.

Liaison with suppliers to ensure that customer orders are placed quickly and accurately, and likewise by the suppliers.

2. *Documentation*

Ensure that the required sales documentation is raised in a prompt, legible and accurate manner.

3. *GRL and Invoice Matching*

Ensure that the goods received log reconciles to the invoices received.

Processing suppliers' documentation for goods received and comparing purchase orders with supplier invoice to allow for payment.

Checking relevant reports to confirm correct processing.

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- 4. *Supplier Claim Actioned***
Raise a claim for credit on a supplier who has been identified as supplying incorrect goods.
 - 5. *Debt Collection***
Look at the trial balance to identify delinquent accounts and contacting those customers with overdue money on first and third weeks of the month.
 - 6. *Promotion of Company Products***
Promote the Company=s products and services to customers both in a counter sales and showroom environment as well as over the telephone.
 - 7. *Sale of Products***
Ensure that products and services are sold in accordance with Company Policy.

Assessment of customer credit status prior to the sale of any goods to minimise debt exposure of the Company.
 - 8. *Stock Control***
Ensure the cyclic stock check is performed on at least 4 bins a week and that stock locations are correct on the system.

Ensure that aged stock is controlled and that no stock is to roll over twelve months.
 - 9. *Other***
Ensure that appropriate assistance is provided to other members of the profit centre when required.

Ensure that Management requests are actioned in a prompt and accurate manner.

KEY COMPETENCIES REQUIRED

The following are the skill requirements to enable the incumbent to perform the tasks at an acceptable level of proficiency.

1. *Communication Skills*

The ability to communicate effectively with customers, management and colleagues. Not only is fluency in English a requirement but also the ability to understand and use language with reference to the Company=s procedures and services.

2. *Presentation skills*

The incumbent must be able to present themselves in a professional manner with respect to appearance, speech and behaviour, during working hours as well as work related functions.

3. *Customer Service skills*

The ability to provide exceptional customer service where customer requests and inquiries are actioned accurately and efficiently, in a professional and polite manner. A genuine offer of assistance must be extended when necessary.

Knowledge of the appropriate action to take in order to service customer needs.

4. *Product knowledge*

The incumbent must have adequate knowledge of the Company=s products to be able to provide effective actioning of customer requests, as well as understanding of the customer needs.

Product knowledge must also be sufficient enough to allow the offer of substitute products when the requested stock is exhausted or alternatives are preferable.

5. *Interpersonal Skills*

The ability to communicate and behave in an open and friendly manner that is conducive to the development of rapport between people.

6. *Selling Skills*

The ability to identify and action opportunities for making additional sales.

7. *Time Management*

The ability to organise and prioritise daily activities such that the day=s work is completed efficiently and expeditiously during the day.

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8. Computer Skills

The ability to learn and use the Point of Sales and Unibis systems efficiently.

9. Team Contribution

The ability to work as part of a team and contribute to the team effort by assisting other team members when required, and taking the initiative to do so.

10. Company Procedures

The ability to know and understand the Company procedures and comply with these when necessary.

11. Numeracy

The ability to calculate a contract price for customers.

WORKPLACE HEALTH & SAFETY

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- Being aware of factors / situation which may impact upon the health, safety and welfare of his / her self and be conscious of the effect of his / her action(s) upon the health, safety and welfare of others.
- Following implicitly the Company's Workplace Health and Safety Policy / Procedures as communicated in writing or as instructions received orally.
- Ensure all accidents / incidents are reported within 24 hours.
- Report all hazards as outlined in Company procedures.

TRAINING REQUIREMENTS

- General Product Knowledge
- Selling Skills (including retail sales)
- Documentation
 - Back order System
 - Customer Order Forms
- Purchasing Procedures

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