

Human Resources

Position Description



Position Title: Merchandise and Warehouse Supervisor: ImpactEight

Responsible to: Business Manager: ImpactEight

Location: Somerton Park

Hours: 45 hours per fortnight but subject to Organisational requirements

Position Overview:

The Merchandise and Warehouse Supervisor: ImpactEight will have oversight for the efficient operations and management of the Warehouse, which supports Dress for Success, Geared for Success and Restyle Collective. This role entails coordinating the receipting, sorting and distribution of donations received at Noarlunga and Hindmarsh, to assist with the planning of bi-monthly clearance sales. The Merchandise and Warehouse Manager will ensure that all donated items are promptly processed and meet established standards. This role is responsible to maintain order within the warehouse, and effectively coordinate volunteer schedules and functions. Additionally, this position will involve close collaboration with the Business Manager: ImpactEight to ensure successful delivery of warehouse sales and coordination with drivers for timely deliveries.

Personal Attributes:

The Merchandise and Warehouse Supervisor: ImpactEight will be highly organised with a focus on attention to detail. Your strong leadership and excellent communication skills will ensure high standards of customer service is delivered to all key stakeholders. You will be adaptable, flexible and physically capable to oversee the functioning of the warehouse. A quick thinker who will be able to problem solve and implement effective solutions to maintain seamless operations. This role requires a passionate and dedicated person with a genuine desire to meet deadlines and fulfil commitments made to our partners, volunteers and customers.

Responsibilities:

The Merchandise and Warehouse Supervisor: ImpactEight is responsible for:

People:

- Ensure personal and warehouse KPI's are met by monitoring targets related to warehouse operations and donation processing
- Provide effective leadership and mentoring thorough leading, mentoring and supporting ImpactEight staff and volunteers involved in warehouse activities that fosters a collaborative and motivated team environment
- Supervise daily activities of staff and volunteers to ensure efficiency in sorting, processing, and storing of donations
- In conjunction with the HR Department recruit, induct and manage the performance of warehouse staff and volunteers by ensuring adherence to Organisational standards and expectations

Performance:

- Manage and coordinate the receiving and organisation of donations, ensuring timely processing and adherence to quality standards
- Organise, plan and execute bi-monthly warehouse clearance sales by coordinating logistics, marketing, and volunteer involvement to ensure successful events
- Maintain warehouse standards to ensure order and efficiency is maintained through implementing best practice of storage, inventory management, and safety
- Coordinate timely and accurate delivery of donations and supplies to and from the warehouse
- Manage and schedule drivers to undertake deliveries as required
- Continuously monitor, evaluate and improve warehouse processes to enhance efficiency, reduce waste, and optimise resource utilisation
- Work in collaboration with the Business Manager: ImpactEight to align warehouse operations with organisational goals and support overall business objectives

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Profit:

- Optimise resource utilisation by implementing strategies to maximise the efficient use of resources, including space, equipment, and personnel, to support the financial goals of the organisation
- Support and assist with facilitating revenue-generating activities, such as warehouse sales, ensuring they are well-organised and profitable

Quality:

- Ensure all donations are processed through the warehouse in a timely manner, meeting established quality standards
- Ensure all warehouse activities comply with Eighty9 Limited standards and procedures, including safety, quality, and operational guidelines
- Monitor, track and report on key performance metrics related to warehouse operations, identifying areas for improvement and implementing corrective actions as needed

Other:

- Engage and participate in ongoing professional development and training opportunities to enhance skills and knowledge relevant to the warehouse management role
- Actively participate in Eighty9 Limited meetings and functions, contributing to the overall success and growth of the Organisation
- Other duties as directed by the Business Manager, ImpactEight Sub-Committee and Eighty9 Limited Board

Quality Standards, Regulations and Responsibilities:

The Merchandise and Warehouse Supervisor: ImpactEight is responsible for ensuring that the following regulations, standards and codes are complied with:

- Dress for Success Adelaide Affiliation requirements, specification and service guarantees
- The Organisation's Policies and Procedures
- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee
- Government Authority Complaints Procedures
- Government Authority Deed and Guidelines
- National Standards for Volunteering Involvement
- ISO/IEC 27001:2023 Information Security Management System
- ISO:9001 Quality Management System
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012
- Relevant Commonwealth and State Legislation
- Appropriate Authority Guidelines
- Relevant legal, professional and ethical obligations

Qualifications:

- A Diploma or Degree in Fashion, Merchandising, Retail, Logistics, Supply Chain Management, or Business Administration is preferred

Key Skills/Attributes required to fulfilling position:

- Strong business acumen and proven ability to work towards targets to achieve/exceed performance and objectives
- Highly developed organisational and negotiation skills:
- Strong leadership and people management skills to effectively supervise and motivate staff and volunteers,.
- Excellent verbal and written communication
- Exceptional interpersonal skills and an ability to collaborate at all levels with staff, management, stakeholders and the community
- High level of accuracy and attention to detail
- A keen eye for detail and trends
- Advanced and effective problem-solving skills.

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- Well-developed IT knowledge and experience in working with multiple databases including warehouse management systems (WMS) and the Microsoft Office Suite .
- Ability to work in a flexible and adaptable environment
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Proven experience in working autonomously

Additional Factors:

- Drivers Licence
- National Police Clearance
- Working with Children Check as per state legislation
- COVID-19 vaccination schedule
- This position may require occasional attendance at meetings or training outside normal business hours, including attendance at bi-monthly clearance sales

Selection Criteria

- Demonstrated experience in Warehouse Management including inventory control, volunteer coordination, and logistics
- Knowledge of the ethos of not-for-profit/charity based Organisation is highly desirable
- Proven ability to organise and prioritise tasks effectively, manage multiple responsibilities, and lead efficient teams
- Highly developed written and verbal communication skills, with the ability to clearly convey information, engage with key stakeholders whilst maintaining positive relationships
- Knowledge and understanding of compliance, safety and environmental relevant to warehouse operations, alongside the ability to ensure safe working environments
- Ability to utilise technology for inventory management, reporting, and administrative tasks
- Strong problem-solving abilities with a track record of addressing and resolving operational issues effectively and efficiently
- A commitment to ensure quality and continuous improvement drive high quality standards and service in warehouse operations.