



Position Description

Online Delivery Pick Packer

South Melbourne Market

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE: Online Delivery Pick Packers

AWARD CLASSIFICATION: Band 3

DEPARTMENT: South Melbourne Market

DIVISION: City Growth and Organisation Capability

DATE APPROVED: November 2021

APPROVED BY Executive Director, South Melbourne Market

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Online Delivery Officer

SUPERVISES: N/A

INTERNAL LIAISONS: Executive Director, Market Staff, Market Committee, Council staff

EXTERNAL LIAISONS: The public, stallholders and their representatives, contractors, public authorities, external partners, etc

POSITION OBJECTIVE

This role is responsible for ensuring the orders received via the Market's South Melbourne Market Direct online e-commerce website are packed and dispatched according to Market standards and customer delivery promise.

KEY RESPONSIBILITY AND DUTIES

- Start-of-day set up including preparing boxes, attaching labels and invoices and writing thank you cards.
- Check-in orders from SMM Direct Market Traders, ensuring that all customer orders are accounted for.
- Pack customer orders ensuring that all items are included and the items are packed appropriately.



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- Report any issues with orders to the SMM Direct Online Delivery officer and follow up with SMM Direct traders to resolve the issues as required.
- Arrange packed orders according to the requirements of the delivery provider.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Ensure Council policies, procedures, rules, awards and acts are adhered to in completing tasks.
- Showing initiative and being proactive in helping the team improve the delivery of service to Market users, Stall holders, Market contractors and the community.

JUDGMENT AND DECISION MAKING

Under general supervision:

- Ability to confidently make decisions based on knowledge of Market, City of Port Phillip and departmental policies and procedures.
- Ability to use initiative and problem solve.

SPECIALIST SKILLS AND KNOWLEDGE

- Understanding of and/or interest in the Market environment
- Strong verbal communication skills in a customer service environment
- Experience in a logistics or warehouse environment.

MANAGEMENT SKILLS

- Ability to plan work routines on a daily basis
- Ability to multi-task and use initiative to prioritise issues
- Ability to manage own time, plan and organise own work in coordination with the priorities of the Manager

OCCUPATIONAL HEALTH & SAFETY

- Understand and comply with the Council OH&S Policy, procedures and legislative requirements relevant to the position.
- Take responsibility for individual / own health and safety and that of others in the workplace. This includes the reporting of incidents involving injury and near misses.
- Communicate with employee health and safety representatives and supervisors about OH&S matters.
- Proactively report any unsafe workplace practices and/or hazards and suggest injury prevention measures.
- Participate in regular training programs to improve awareness of risk management and health and safety within the workplace.



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- Perform work in a safe and appropriate manner at all times.

INTERPERSONAL SKILLS

- Highly developed communication and interpersonal skills, operating at all levels of the market environment.
- Demonstrated ability to deliver excellent customer service
- Ability to work effectively as part of a team with maturity and an ability to relate and communicate comfortably with others.

QUALIFICATIONS AND EXPERIENCE

- Experience working in an order fulfillment, warehousing or logistics environment.
- Strong communication skills required for this role.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia, and
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Proof of Vaccination Certificate
- Employee type Working with Children Check

KEY SELECTION CRITERIA

- Demonstrated experience in an order fulfillment, warehousing or logistics environment.
- The ability to work in physical role and lift boxes (up to 15kg).
- Experience in working in a retail environment with multiple stakeholders and customers.
- Proven initiative and ability to seek solutions to problems as they arise and demonstrated willingness to undertake new tasks and learn new skills.
- Well-developed interpersonal and organisational skills including ability to effectively manage own time.



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- An ability to respond positively to challenges and people and contribute effectively to a small team.
- Ability to work 4 days/week including weekends.