

POSITION DESCRIPTION

Position Title:	Customer Service Representative
Location/Unit:	Tamworth
Classification (if applicable):	General Retail Industry Award 2020, Level 2 (with Forklift License)

POSITION PURPOSE

The primary purpose of this role is to provide service and sales support to customers in store and by delivery where required. In addition to this, the incumbent will be required to assist other team members with branch and warehouse duties.

RELATIONSHIPS

Position reports to:	Branch Manager
Direct reports:	Nil
Key Stakeholders:	Customers, Suppliers, Managers

KEY RESPONSIBILITIES

- Undertake POS transactions and provide customers with product information to increase sales
 - Process product orders as directed by the Branch Manager to ensure stock levels are maintained and customer needs are met
 - Maintenance of shop, store and yard areas with regard to presentation and tidiness
 - Loading/unloading of supplier and customer vehicles
 - Undertake customer deliveries as required
 - Participate in stock take and inventory control as directed
 - Provide customer feedback to Branch Manager to ensure industry trends and customer demands are met
 - Engage in technical, cultural and business-related training and development activities.
 - Actively contribute to the ongoing development of a positive work culture.
 - Any other reasonable request consistent with the position's level of responsibility and field of expertise.
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GENERAL EXPECTATIONS

Pursehouse Rural needs, values and expects all employees to:

Live the Pursehouse Rural Values	Our values sit at the core of everything we do and are a key part of our success. We expect all employees to be respectful, reliable, resilient and responsible.
Be Self-Motivated	Display a positive attitude to getting things done; be positive and focus on continual improvement.
Communicate Constructively	Ability to communicate and influence effectively with employees and customers. Demonstrate a willingness to give and receive constructive feedback in a positive manner.
Display Business Acumen	Understand current and future business requirements and identify opportunities to minimise costs and improve profitability and productivity.
Effectively Plan and Organise	Manage tasks and projects through effective planning and the efficient allocation of time and resources.

SKILLS, ATTRIBUTES, EXPERIENCE AND QUALIFICATIONS REQUIRED

Essential

- Demonstrated experience in customer service role, preferably in the agricultural sector
- Effective time management skills and the ability to forward plan
- Excellent attention to detail
- Ability to work independently and in a team
- Ability to maintain a high standard of personal presentation and meet the physical requirements of the role
- LF Forklift License (or willingness to obtain)
- Clean drivers licence, class C and HR (or willingness to obtain), and a sound knowledge of safety around vehicles

Desirable

- Agricultural background or experience in agribusiness
- First Aid Certificate (or willingness to obtain)
- Equine experience/ knowledge

COMMUNICATION

Given the focus on customers and the requirement to work in a team, well-developed communication skills are essential to achieve the key responsibilities of this position. A willingness to listen and to provide and accept constructive feedback is important. A willingness to work collaboratively and to build and maintain positive working relationships through communication is also required.

JUDGEMENT & PROBLEM SOLVING

The person in this role is required to respond positively to changing circumstances and adjust plans and priorities to achieve the key responsibilities of the role. The ability to prioritise and manage multiple tasks in a busy environment is essential.

BUSINESS FOCUS

This position has both a customer service and logistical purpose. Consequently, there is a strong focus on the ongoing provision of a high standard of customer service and the ability to develop and use safe and efficient operational workplace practices.

WHS ACCOUNTABILITY

Your specific health and safety obligations and responsibilities include:

- taking reasonable care of yourself
- not doing anything that would affect the health and safety of others at work
- following any reasonable health and safety instructions from your employer
- maintaining safe work practices around people and plant

DELEGATIONS

- Nil
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DECLARATION

Position Description

I _____, have read and understood, and I am in agreement with, the terms and conditions contained in the **Position Description**, as Customer Service Representative for the Company.

Signed: _____ Date: _____

Signed: _____ Date: _____

PHYSICAL DEMANDS ANALYSIS

Position: Customer Service Representative

Responsible Manager/Supervisor: Branch Manager/ Delegated Officer

Assessment is to be based on an employee's average daily exposure to the tasks listed, with ratings as follows:

No Exposure = 0	Low Exposure 0 – 2hrs daily = 1
Medium Exposure 2 – 4hrs daily = 2	High Exposure 4 – 8hrs daily = 3

PHYSICAL REQUIREMENTS

WORKING CONDITIONS

Heavy Manual Tasks	1	Shovelling/Digging	0	CHEMICALS	.	PHYSICAL	
Light Manual Tasks	2	Pushing loads > 5kgs	1	Dusts	1	Inside Work	3
Repetitive Lifting	1	Pulling loads >5kgs	2	Liquids	1	Outside Work	1
Trunk Twisting	1	Frequent bending/ stooping	1	Mists / Fumes	1	High Temperatures > 38 degrees	0
Standing for extended periods	3	Sitting for extended periods	1	Gases/Vapours	0	Low Temperatures < 3 degrees	0
Kneeling for extended periods	1	Hearing above background noise	1	Odours	1	Operating Machinery	1
Extend arms for reaching	1	Walking on uneven ground	1	Working with Solvents	0	Working Near Machinery	1
Elevating arms above shoulder height	1	Walking for extended periods	2			Working at Heights	0
Climbing to access/ exit excavations	0	Colour Vision	2	BIOLOGICAL		Noisy Work Areas	1
Throwing	0	Depth Perception	0	Possible exposure to Hepatitis A, B, C	0	Vibration	0
Crawling	0	Balancing	0	Pesticide Spraying	0	Confined Spaces	0
USE OF PERSONAL PROTECTIVE EQUIPMENT		Fine Manipulation	0	Herbicide Spraying	0	Prolonged Driving (periods > 2hours)	0
Safety Boots/Shoes	3			Possible exposure to Tetanus	0	Working Alone	1
Dust Mask/ Respirator	0					Overhead Work	0
Protective Eyewear	0					Use of Computer for screen-based activities.	3
Ear plugs/Muffs	0			BIOMECHANICAL		Prolonged Sitting (periods > 1hour)	1
Hard Hat	0			Repetitiveness	1	Prolonged Standing (periods > 1 hour)	3
				Fatigue	1		

Document Control

Date	Rev	Pg	Description	By	Approved	Signature
Date	1.0	All	Created			
Date	1.1	All	Updated – reformatted			