

Furniture Removalist

Division: Wridgways
Department: Customer Service
Reports to: Customer Service Manager

Overall Purpose Of The Job

To assist in the preparation, loading and moving of household furniture and effects, commercial furniture and equipment between homes, commercial establishments and storage facilities in a safe manner whilst ensuring that all such activities enhance the Customer Service Objectives of the Company.

Primary Duties & Responsibilities

- Attend briefing/debriefing to ensure that all Company/Customer Service needs are satisfied.
- Licensed and appropriately award graded employees to drive forklift as required.
- Organise the workplace to ensure work is carried out to the required standards with minimum risk to personnel, equipment and materials.
- Perform all warehouse international forklift tasks as required.
- Supervise the issue and return of hand trolleys in accordance with Team Leader's instructions.
- Maintain the carton holding area including carton stock racks in a neat and tidy condition.
- Carry out tasks and responsibilities within the limits of authority as defined in the Quality Manual.
- Report on OH&S accidents and incidents to BMRC (Branch Management Review Committee). Other responsibilities are detailed in Attachment 1.
- Know and apply our quality policy and all applicable processes and requirements of the quality system.

Skills Essential to the Job

Technical

- Sound knowledge and understanding of Company Procedures and Policies.
- Acceptable numeracy and literacy skills
- The ability to pack, wrap and load household effects to Company and Removals Australia standards.
- Good communication skills both written and verbal.
- Sound knowledge of manual handling techniques and the use of associated and handling equipment.

Business

- Basic understanding of the Transport Industry structure.
- Knowledge of the Wridgways Company structure.
- Knowledge of ancillary services available to client.
- Knowledge of basic sales procedures and removal pricing.

Human Relations

- Team participation skills.
- Communications skills.
- Customer Service skills.
- Personal presentation skills.

Level of Authority

- Personally Authorises: Not applicable to this position Financial authority of this position is NIL
- discusses with superior before authorising or doing Any aspect of his removalist duties that may result in a Customer Service failure.
- recommends to superior for action The correction of any action that if undertaken, may result in a Customer Service failure.

Qualifications Preferred

Secondary	Year 10 or equivalent
Tertiary/TAFE	Removalist Accreditation Course
Professional	
Licences	HT/HA
Other	Forklift Licence 8A2 preferred