

Job Title:	Stores and Service Operative
Department/Location:	Service: Nieuwegein, Utrecht
Reporting To:	Service and logistics team leader
Purpose of Role:	To receive goods, pack goods and despatch goods through company process controls. Stock control. Service team support including assembly operations or testing products.
Role Summary: What is the scope of the role	To support the smooth running of the Stores and Service departments, utilising our processes and procedures to achieve the objectives and the strategic plans for the areas.
Key Accountabilities and Responsibilities:	<p>Stores and Service Operatives will be responsible for the handling and movement of all materials from goods entering or leaving the business including, sundry materials, customer returns and finished goods. The movement and location of materials will be controlled via hand held terminals or a PC. Operatives will comfortably navigate around stores layouts having a clear understanding of the way physical location names are logically structured.</p> <p>Goods Inward Processing and Put-away</p> <ul style="list-style-type: none"> • Receiving, processing, transfer and storing of all incoming materials and goods to designated locations or areas. • Operate the fork lift truck. • Using a PC to record, and verify the supplied quantity and parts supplied are correct. • The barcode labelling of received items. • The booking of serialised and non-serialised parts 'to stock' via receipt entry using the company's ERP system. • The raising of any receipt irregularities or queries with the Service and logistics team leader • The receipt of material returned from customers (RMA processing). • The receipt, booking and transfer of non-stocked items. <p>Extraordinary Material Issue</p> <ul style="list-style-type: none"> • The issue of sundry material such as consumables and other materials on an ad hoc basis resulting from departmental requests. • Such requests will be politely discharged and the material move will be booked in the ERP system. <p>Perpetual Inventory (PI) Counting and Stock Taking</p> <ul style="list-style-type: none"> • The counting of specific stores inventory on an on-going cyclical basis. • The identification and communication of counts including discrepancies between theoretical and physical stock. <p>Finished Goods Put-away The transfer of received products and accessories to the correct Finished Goods stores location using HHT's.</p> <p>Finished Goods, Customer returns and Dispatch</p> <ul style="list-style-type: none"> • Re-packaging customer returns to agreed standards.

	<ul style="list-style-type: none"> • Picking, packing and processing all customer orders by the priority listing. • Exercising good judgement for packing box selection, packing density and the arrangement of product to avoid transit damage. • The packing and consolidation of customer orders in to appropriate despatch cartons via HHT • Create dispatch documentation • Liaise with carriers • Dispatch of all orders <p>House Keeping</p> <ul style="list-style-type: none"> • Ensuring that the goods receiving/dispatch bays are clear of obstructions and as empty as practicable. • The labelling of racks and bins with location bar codes. • Exercising good judgement when determining the best floating location for part or product put-away. • Ensuring that excess packaging is removed and transferred to the correct recycling bin. • Ensuring that materials are not stored on the floor and all walkways are clear of obstructions. • Compliance with 5S policies. <p>Health and safety</p> <ul style="list-style-type: none"> • Compliance with the use of issued personal protective equipment (PPE). • Compliance with manual handling policies and accepted practices. Seeking of assistance or guidance when moving material that may present a risk.
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Role Objectives & Measures

Key Deliverables:	<ul style="list-style-type: none"> • Departmental objectives • Stock accuracy • Compliance with PI count schedules
Performance Indicators:	<ul style="list-style-type: none"> • Number of items put-away or processed through goods inward per hour. • Number of items/lines put-away per hour, picked per hour or packed per hour. Picking, packing and despatch accuracy. <p>Service</p> <ul style="list-style-type: none"> • Turn round time for repairs and calibrated product. <p>General</p> <ul style="list-style-type: none"> • Transaction and booking accuracy, stock integrity. Compliance with standard operating procedures, manual handling and health and safety policies.
Measures of Success:	<ul style="list-style-type: none"> • Meet the KPIs set by the business for returns and repairs turn round. • Meet the KPIs for stock integrity. • Meet the KPIs for stock movements.

Person Specification

	Essential	Desirable
Qualifications/Education & Training	<ul style="list-style-type: none">• GCSE, EQF level 2 Maths and level B2 English language	<ul style="list-style-type: none">• Level B2 qualification or Higher
Experience	<ul style="list-style-type: none">• Three or more years' experience working in a fast-moving stores environment.• Perpetual inventory counting.• Material handling• Safe manual handling• Stores layout• 5S• Compliance to standard operating procedures (SOPs)• Health and Safety	<ul style="list-style-type: none">• Computing skills• Excel, Word, Email, ERP systems
Skills & Competencies	<ul style="list-style-type: none">• Good organisational skills.• Strong attention to detail.• IT literate – MS Word, Excel and Outlook skills.• Accurate Data entry.• Manual dexterity.	
Personal Attributes	<ul style="list-style-type: none">• Ability to establish good working relationships within the team and with internal and external customers.• Ability to work unsupervised using own initiative.• Ability to identify bottlenecks and help resolve.• Able to follow procedural requirements.	