



Service Technician / Sale Assistant

Job Description – January 2021

Introduction

The Service/ Technician will be under the direction of the Sydney Manager and will assist in all activities within the location. You will be answerable to the Sydney Manager.

Responsibilities

Your responsibilities shall include (but not be limited to):

1. Assisting in the handling and co-ordinating all movements of goods and stock within the warehouse including receiving and despatching of stock, organising the storage and movement of stock and spare parts within the warehouse and completing stock takes when required.
2. **Database** – maintaining, ensuring accuracy of information and expanding the Litespeed database for the Company.
3. **Repairs and Servicing:** Maintaining and servicing customer's scooters, wheelchairs and other products as may time to time be required by the company, both on-site and in-home. Making sure that all repair work is carried out to an acceptable standard. Ensuring that there are adequate spares, parts, consumables, etc to effect this task. Maintaining the condition of all tools, and keeping the work area and warehouse tidy and in order.
4. **Stock Control:** Keeping accurate records of all stock movements within the responsibility and control of the Service Department, and including warehouse stock, both manually and in the data base provided for this purpose.
5. **Sales:** Assisting the Manager with product sales, sales demonstrations, product deliveries, and training customers in the safe use of our products, both in-store and in-home.
6. **Documents:** Completing all documents and records associated with the sale of any products or services from the Service Department and movements in and out of the warehouse, including: data base updates; invoicing; recording such information that is necessary to keep in contact with each client; and compiling and filing freight notes and other documents and records associated with any stock movements in and out of the warehouse, including data base entries.
7. **Supervising** any members of the public that access the warehouse and ensuring that all W.H & S procedures are enforced.
8. **Operating** the fork lift/pallet stacker and ensuring it is kept in a serviceable condition.
9. **Monitoring equipment:** Keeping vehicles in a clean condition; monitoring vehicles and other equipment for maintenance and safety issues and alerting Sydney Manager when work is required to maintain equipment and vehicles.

10. Liaising with other staff on any matters that may effect the good running and reputation of the business, including dealing with complaints.
11. When other staff are occupied and unavailable, answering the phone and directing the calls to the appropriate members of staff.

In general, all members of staff are asked to contribute to the good reputation of the business and the harmonious relationships between staff members. This also entails keeping the workshop in a clean and presentable manner, helping to ensure that the kitchen facilities are kept clean and tidy, and conducting yourself at all times in a manner consistent with the standards of Scooters Australia.

Scooters Australia is an equal opportunity employer and maintains a smoke free environment. Smoking inside either the buildings or vehicles is not permitted. We require all employees to refrain from smoking prior to visiting a client.

As a NDIS provider, you must complete the following checks and supply proof to the Manager:

- National Police Check
- Working with Children check
- 100 points ID
- Right to work in Australia
- Driver's License.

Additionally, you will be required to complete the following training modules for NDIS certification:

- Covid 19 training (online course with certificate)
- Signed Code of Conduct
- NDIS Worker Orientation Training (online course with certificate)

Training in all aspects of the position will be provided.

This job description may be modified or amended at any time by the Directors, after adequate consultation.