

**MOSES & SON**

A.B.N 24 000 899 847

Woolbrokers since 1920

1-3 Ironbark Street Temora

PO Box 85 Temora, NSW 2666

Phone: 02 6977 3100

Fax 02 6978 0008

E-mail: [mmoses@mosesandson.com.au](mailto:mmoses@mosesandson.com.au)Website: [www.mosesandson.com.au](http://www.mosesandson.com.au)

ORGANISATION: Moses & Son

POSITION TITLE: **Customer Service & Administrative Support**

DEPARTMENT: Administration, Temora

ACCOUNTABLE TO: Managing Director

LIASES WITH: All Staff

REPORTS TO: Administration Manager

**Objective:** Support the Administration and Merchandise teams in administrative functions and provide quality customer service and sales.

**Skills and Competencies:**

Microsoft Office, general office administration, attention to detail and accuracy, timeliness, self motivated. Good customer service and communication skills.

Microsoft Office, website editing, banking, general office administration, attention to detail and accuracy, timeliness, self-motivated.

Merlin or similar point of sale software. Have an understanding of the use and application of animal health and rural merchandise products. Forklift licence, Wool Classer's certificate.

Professional customer service and communication skills.

**Responsibilities:****OFFICE SUPPORT**

- Fielding Customer enquiries
- Filing
- Mail
- Shredding
- Data Entry
- Banking
- Stationary and uniform ordering

**WOOL SALES:**

- Process private sale dockets when required by accurately inputting new growers and re-opening existing accounts for private sales (as required).
- Prepare catalogues.
- Provide accurate sale estimates and final figures to the Australian Wool Exchange in a timely manner.
- Various data input.
- Check classer specifications for accuracy of entry.



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### MERCHANDISE

- Actively promote and sell Moses & Son's merchandise range by adhering to the three key principles of our Merchandise division.
- Ensure all merchandise sales are invoiced and merchandise procedures are adhered to.
- Maintain cleanliness of store ensure shelves are stocked and clean.
- Receive orders and display.
- Enter orders and receipt of stock into Merlin (as required)
- Assist with updating the Merchandise page on Moses & Son website
- Keep abreast of animal health issues and remedies.
- Source innovative animal health and handling products.
- Assist with field days.

### GENERAL

- Abide by Moses and Son's policies and practices as varied from time to time.
- Participate in Moses and Son's performance appraisal program as required.
- Undertake not to reveal to any person or entity any confidential information.
- Responsible for building and preserving the reputation and high standards of Moses and Son by adhering to the Code of Conduct at all times.
- Contribute to the quality improvement process.

### WORKPLACE HEALTH AND SAFETY

Moses and Son endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Take reasonable care for their own safety and that of anyone else who could be affected by their actions;
- Responsible for ensuring the implementation of health and safety policies and procedures; and
- Fully co-operate with Moses and Son in any action it considers necessary to maintain a working environment which is safe and without risk to health.

### Key Performance Indicators:

#### Acceptance

*I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.*

Employee Signature

Employee Name (*please print*)