

POSITION DESCRIPTION

POSITION TITLE: Stores Customer Service Officer
CLASSIFICATION: OO3
DIVISION: Support
DEPARTMENT: Scientific Services
LOCATION: Herston

POSITION OBJECTIVES

Assist in deliveries, warehousing, inventory and related distribution activities for QIMR Berghofer and associated system transactions.

Assist in provision of domestic and international non-purchase freight-in and freight-out services.

ORGANISATION CONTEXT

QIMR Berghofer is a statutory body under the QIMR Act (1945). The mission of QIMR is to promote the wellbeing of humankind through medical research, to maintain within the State of Queensland an internationally recognised Centre for Medical Research, to develop that Centre as the primary focus of Medical Research within the State and to co-operate with, and where possible assist the work of other medical research establishments within the State and throughout the world.

QIMR Berghofer Support Division includes Human Resources, External Relations, Finance & Administration, Research Support & Governance and Scientific Services. The role of the Support Division is to provide support services to QIMR Berghofer research staff to enable them to effectively conduct research and development.

Scientific Services provides a diverse array of support services to researchers across QIMR Berghofer; including flow cytometry, microscopy, histology, GMP production, animal facilities, veterinary services, analytical facilities, sample processing services, building services, scientific equipment management, cryogenics and stores.

REPORTING STRUCTURE

This position reports directly to the Store Supervisor.

PRIMARY RESPONSIBILITIES

- Ensure work practices comply with the requirements of the *Work Health and Safety Act*, related legislative requirements and the Institute's OH&S policies and procedures.
 - Perform administrative tasks associated with receipt of deliveries for purchase orders, invoice or delivery docket verification, and inventory data entry.
 - Provide customer service support and issue inventory stock to customers.
 - Prepare documents and packaging as required by International & Australian aviation authorities for the shipping of Infectious/ Non-Infectious, Biological Substances, Hazardous/Non-hazardous chemicals, Dry Shippers and Dangerous goods including Dry Ice Liquid Nitrogen and the shipment of Live Mice.
 - Facilitate the physical handling of equipment, biological products, research reagents, Hazardous/Non-hazardous items from loading dock to appropriate storage locations while maintaining viability of the products and meeting strict safety regulations.
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KEY SELECTION CRITERIA (Qualifications, Experience, Skills and Abilities)

Essential

- Minimum of 3 years working experience in a warehousing and freight services role
- Strong interpersonal skills with the ability to demonstrate tact, discretion and respect
- Demonstrated reconciliation and problem solving skills involving receipt of freight deliveries and inventory
- Recognition of Dangerous Goods/Hazardous goods/Infectious substance labelling, packing, handling procedures.
- Good computer skills and experience using inventory management systems.
- High level of customer service orientated focus
- Good understanding of OH&S issues involved in stores and receiving areas
- Demonstrated ability to work in a team or autonomously.

Desirable

- Completed training in the Theory, Hazards and Operation of Gaseous Liquid Nitrogen and CO₂
 - Proven ability in the safe operation of mechanical and electrical handling equipment.
 - Experience preparing shipping requirements for biologicals internationally and domestically.
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