

Timber Merchandising, Sales or Warehousing Trainee – Certificate III in Timber Building Products Supply

Job Description:

Duration: 18-24 months

This qualification reflects the role of people who undertake activities related to timber warehousing, transport and distribution and customer sales in the timber wholesales, hardware and timber supply and/or timber manufacturing sectors.

Individuals with this qualification apply a broad range of specialised skills and knowledge in varied contexts that involve processing orders and controlling stocks, transporting products, engaging with and selling to customers, and finding solutions to routine problems as they arise. They also take responsibility for their own organisation and outputs at the workplace.

Some trainees will have the opportunity to train in further licences and certifications such as forklift operations as a requirement to their role long term.

Trainee Duties:	Possible Career Paths:
<ul style="list-style-type: none"> ✓ Picking orders ✓ Loading and unloading trucks ✓ Internal sales ✓ Stock allocation ✓ Learning about timber and its uses ✓ Docking timber ✓ Strapping timber ✓ General housekeeping of the yard ✓ Deliveries ✓ Helping other workers ✓ Quoting ✓ Customer service 	<ul style="list-style-type: none"> ✓ Timber Yard / Warehouse Assistant ✓ Timber Yard Operator/Supervisor ✓ Warehouse Store Person ✓ Forklift Driver (Requires licence) ✓ Warehouse and Logistics Coordinator ✓ Transport & Dispatch Coordinator ✓ Counter Sales Officer ✓ Customer Service Officer ✓ Sales Representative

Career Paths:

Timber Dispatch Coordinator – Certificate III in Timber Building Product Supply

Working as a Timber Dispatch Coordinator you will ensure product availability meets customer demand, organise transport activities and maintain stock control and keep accurate records.

Duties:

- Work in a team
- Implement safety, health and environment policies and procedures
- Access and provide timber and wood product information
- Complete receipt and despatch documentation
- Despatch stock
- Ensure the safety of transport activities (Chain of Responsibility)
- Licence to operate a forklift truck
- Licence to drive a medium rigid vehicle
- Maintain business to business relationships
- Monitor stock control procedures
- Prepare timber or related products to meet import/export compliance requirements
- Use business software applications
- Coordinate business operational plans



Timber Salesperson – Certificate III in Timber Building Products Supply

Working as a Timber Salesperson you will develop and manage relationships with new and existing customers, interact with builders both residential and commercial and identify sales opportunities. You will manage accounts, provide sales quotations and advice to customers using your knowledge of the timber industry.

Duties:

- Work in a team
- Implement safety, health and environment policies and procedures
- Access and provide timber and wood product information
- Deliver and monitor a service to customers
- Process customer complaints
- Read plans, drawings and specifications for residential buildings
- Interpret and quote from manufactured timber product plans
- Balance and secure point-of-sale terminal
- Sell to the retail customer
- Provide specialised timber product solutions
- Use business software applications
- Process product and service data
- Coordinate business operational plans

Personal Skills/Attributes:

- Communication skills – have sound phone manners – being able to communicate on the phone effectively and in a professional manner
- Being able to work towards a deadline – being able to meet deadlines – time management skills – effectively prioritise tasks
- Eager to work, reliable and motivated
- Able to work independently
- Good presentation skills
- Able to learn quickly – being able to acquire product knowledge on the job
- Eagerness to learn
- Hard working
- Emotional intelligence

