JOB DESCRIPTION

Warehouse Executive

Reporting To	Warehouse Manager
Division	Head Office

Job Responsibilities

Receiving of Material (Inbound / Receipt – Foreign / Local)

- Verifies the quantity of items against the packing list and delivery notes physically, then creates the GRN after completing the physical verification.
- Reports any damages or discrepancies in incoming deliveries to accounts and purchase departments, providing detailed information in a Discrepancy Report via email.
- Oversees random counts and physical checks, as needed, to ensure the accuracy and correctness of incoming materials stored in the quarantine area, collaborating with the Data Entry operator and warehouse checkers/support staff.
- Directs downline staff (Data Entry operator, W/H checkers, and Support staff) to transfer materials from the quarantine area to the designated storage areas (aisles/racks), ensuring proper tagging of incoming materials for easy access.
- Ensures adherence to FIFO (First In, First Out) and FEFO (First Expired, First Out) principles during material issuance and physical arrangements.

Issue and Returns on DEMO

- Will handle received DEMO requests from the washroom hygiene sales team through Orion for demo (issue or return), supervising the picking and storage of items with the assigned warehouse support staff and outbound executive, and coordinating the handover to/from the sales team.

Issue and Returns to Showroom

- Will handle requests from the showroom team for walk-in customers, supervising the picking and storage of items with the assigned warehouse support staff/helpers and outbound executive, and coordinating the handover to/from the showroom team.

Web Sales

- Receives invoices from the web sales team, processes the request, and hands over the items to the service delivery driver for delivery to the specified location.

Logistics and Customer Service

- Coordinates with the purchase, logistics, and customer service departments in advance to arrange necessary resources, such as manpower, for unloading tissues and other inventory from incoming shipments.

Other Duties

- Conducts periodic checks (quarterly) on non-moving or dead inventory and coordinates with the warehouse manager for necessary actions.

- Works with the warehouse manager on space management, logistics, and addresses any other issues within the warehouse.
- Coordinates and supervises Data Entry Operator, on daily dispatches (trading/local).
- Collaborates closely with the inventory controller during periodic stock counts and, in case of any discrepancies, works with the warehouse manager for reconciliation.
- Trains and supervises the downline team in all operational tasks.
- Oversees the annual stock count process.
- Conduct random cycle count monthly to ensure correctness of quantity (Books vs Physical).
- Provides backup support for the data entry operator during their leave.

Qualifications & Key Competencies

- At least bachelor's degree in supply chain management, Logistics, Business Administration, or a related field.
- At least 2 years' proven experience in inventory control, stock management, or a similar role, ideally in a warehouse or manufacturing environment.
- Experience with inventory management software (Oracle, or other ERP systems)
- Highly organized, responsible, and skilled in problem-solving.
- Excellent verbal and written communication abilities.
- A collaborative team player, willing to work extra hours when needed.