



Job Profile

Team Leader (Returned Stock)

Job Details

Job Title	Team Leader (Returned Stock)
Historic Job Title	Raw Material - Stock Controller
Date Reviewed	2025-06-30
Location	Graaff-Reinet (Returns Warehouse (WH06))

Position in Organisation

Structural Unit	Supply Chain (Warehousing & Logistics)
Position Being Evaluated	Team Leader (Returned Stock)
Direct Line Manager	Warehouse Manager (Raw Material & Returns)
2nd Line Manager	National Warehouse Manager
Direct Subordinates	Clerk (Returned Stock) General Worker (Returned Stock) Operator (Forklift)

Position Description

Overall Purpose of the Job
To oversee the accurate receipt, categorisation, and processing of returns, as well as the cleaning of the pallet area.

Qualifications <i>(Formal Qualification Required)</i>
Minimum
Grade 12 (NQF Level 4)
Ideal
None

Legal <i>(e.g. Driver's License, etc.)</i>
Minimum
Forklift License (Operate a Counter-Balanced Lift Truck)
Ideal
Driver's License – Code B



Experience *(Minimum Experience Required and number of years)*

Minimum	Minimum time spent in job
Experience in goods returns	2 years

KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

KPA / Main Outputs and Responsibilities for this Position	Prepared Description	Weighting / Time Spent
Returns	- Check that the correct <i>Procedure</i> is followed with the <i>Receiving and Sorting of Returns</i>, e.g.: - Good Stock - Donations - Rework - Sweepings - Waste - Confirm the correct <i>Categorisation</i> with the Quality Assurance (QA) Coordinator & Warehouse Manager (Raw Material & Returns) - Check that the <i>required Weights</i> are accurately recorded, as well as the accurate completion of the <i>Returns Form</i>. Sign and send forms to the QA Department - Organise the <i>Storage and Dispatch</i> of different categories of returns, e.g. notify the Quality Assurance Coordinator & Warehouse Manager (Raw Material & Returns) - Supervise <i>Returns</i> or <i>Waste</i> to be disposed of by the Health Department - Supervise the correct handling and storage of <i>Returns</i> that need to go back to the production unit as <i>Rework</i> - Monitor that the Returns area is clean and tidy at all times - Work on the computer and do <i>Transfers</i> - And all other duties given by the Warehouse Manager (Raw Material & Returns)	80%
Hygiene, Housekeeping and Occupational Health and Safety	- Adherence to <i>Occupational Health and Safety (OHS)</i> as well as <i>Food Safety Standards (FSSC 22000)</i> - Identify <i>Health and Safety Hazards</i> and implement corrective and preventative measures - Report hazards or risks to Management - Adhere to <i>Personal Hygiene Standards</i> - Keep the working area clean and tidy at all times. Assist with the cleaning of all areas when the factory is off for shut-down/maintenance	10%
People Management	- Manage the attendance and performance of direct reports and monitor adherence to expected standards - Offer guidance and support with the execution of their daily activities, and if required, take appropriate Disciplinary Action - Provide direct reports with opportunities for growth and development through on-the-job training and feedback to perform optimally in their roles - Participate in the selection and appointment of new team members - Conduct regular meetings and promote open and ongoing communication with the team - Submit the leave of direct reports and manage overtime where applicable - Live and demonstrate the Company Culture by regularly communicating and applying the six (6) themes in the workplace	10%



Competencies (*Skills and Behaviour Attributes*)

Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.

Skills

- Accurate sorting or classification of Returns
- Reading and writing
- Use of a Forklift
- Supervision
- Computer Literacy

Behavioural Attributes

- Attention to detail
- Accurate
- Sense of urgency
- Flexible
- Team player
- Sensory attributes (colour/smell)

Knowledge

- Knowledge of *Products, Product Description* and *Quality Standards*
- Understanding of *Returns Policies* and *Procedures*
- Understanding of *Receiving, Storage* and *Disposal of Returns Procedures*
- Knowledge of *Health and Safety Standards*
- Knowledge of using a scanner

Special Requirements

- The employee can be required to perform additional tasks over and above the primary tasks for which he/she is employed.
- Duties will be based on your specific skills and capability level and in accordance with operational requirements
- Operational requirements may require you to carry out work that is to be done without delay and outside of your normal working hours.



Participants

Input Participants	
Participant Name	Participant Designation
Rhozario de Boer	Team Leader (Returned Stock)
Rodriques Lewies	Warehouse Manager (Raw Material & Returns)

Completed By	
Name	Title
Henry Galloway	Human Resources Manager