



WAREHOUSE MANAGER

Position Description

Merchant Coffee Roasters
221 Mt Buller Road, Mansfield VIC 3722
Employment Type: Full Time

About Us

Merchant Coffee Roasters is an established coffee roaster in Mansfield, in Victoria's North-East. We source coffee beans from farmers all over the world; roast, pack and distribute nation-wide from our warehouse.

We supply over 300 wholesale clients from cafes to restaurants and supermarkets, as well as to the three cafes in our portfolio, and to customers via our online store.

About the Role

The Warehouse Manager is responsible for the day-to-day operations of the roastery and warehouse. This role focuses primarily on the control of green and roasted coffee stock, packing and dispatch of orders and management of the warehouse team. Our warehouse operates Monday – Friday, 7:00am – 4:00pm.

Refer to the key duties and responsibilities below for further detail.

About You

We are seeking a high-energy, hands-on professional who is self-motivated, values initiative and innovation, and is a natural leader.

Ideally you will have some experience roasting coffee (although this is not essential), and will have at least 2 years' experience in a similar Warehouse Management role. You will also have valid Australian working rights.

On the job training and support will be provided, we value new ideas and suggestions and want to see our people grow and thrive.

Skills & Qualifications

- Minimum 2+ years' experience in a similar role (essential)
- Forklift license/ certification (desirable)
- Strong computer literacy (essential)
- Safety training or qualifications (desirable)

Key Duties & Responsibilities

Stock Control & Inventory Management

- Maintain accurate stock control of green coffee, roasted coffee, ancillary products, packaging and other consumables
- Work closely with suppliers to source green coffee efficiently, negotiate supply deals, and ensure sufficient stock levels throughout the year.

Order Packing & Dispatch

- Ensure all customer orders are packed accurately, safely, efficiently and in accordance with company standards.
- Manage order dispatch to ensure all deliveries are completed on time and meet delivery guidelines.
- Process wholesale and retail sales orders, book freight, and manage Australia Post shipments.
- Process website orders promptly and efficiently.

Roasting Operations

- Follow and maintain all Standard Operating Procedures related to roasting.
- Oversee the roasting team to ensure consistent quality and efficiency.
- Liaise with external technicians for servicing and maintenance of roasting equipment (e.g. roaster and packing machine).
- Stay informed on roasting trends and techniques to maintain high product quality.

Training & Staff Management

- Train and develop casual roasters to ensure adequate staffing coverage.
- Oversee staff working within the roastery and warehouse.
- Manage daily workflow and ensure safe and efficient operations.
- Maintain operating costs at an efficient level while delivering a high standard of service.

Quality Assurance

- Ensure all coffee received and dispatched meets company quality standards.
- Follow all roast recipes.
- Monitor consistency and quality across all products leaving the roastery.
- Handle customer issues relating to product quality or order accuracy.
- Follow up on any order issues to ensure customer satisfaction and positive outcomes.

Customer Service

- Provide a high level of customer service across wholesale and retail channels.
- Respond to customer enquiries and resolve issues in a professional and timely manner.
- Liaise with customer service and technician reps if any issues arise