

Position Description:

Warehouse and Bike Build Assistant – Coburg North

Reports to	Head of Production	Location	Coburg North
Direct reports	N/A	Hours	Casual -15 hours wkly (2 days per week)
Award	SCHADS Level 2	Date prepared	May 2025

About Freedom Solutions

Freedom Solutions Australia operates across NSW and Victoria. It is a volunteer-based, not for profit organisation providing assistive technology solutions and occupational therapy services for people living with disability and older people. For over 40 years we have been a valued stakeholder in the disability services sector, enabling our clients to achieve their goals through the:

- Design and construction of custom assistive technology otherwise commercially unavailable.
- Modification of commercially available equipment to suit clients' individual needs.
- Freedom Wheels customised Bike Service; and
- Provision of specialised technical advice to clients.

Our Mission

Freedom Solutions changes the lives of people living with a disability by providing personalised technology, equipment and services.

Our Values

Innovation: We inherently push the boundaries of assistive technology, developing life- changing solutions through our commitment to innovation.

Financial Sustainability: We are committed to financial sustainability through responsible financial management and revenue growth.

Collaboration: We recognise our success is built on cross-functional teamwork. We believe results only come through effective collaboration.

Customer Centred: We are committed to a positive client experience at every stage. We achieve this through quality products and services and through continuous improvement.

Integrity: We act honestly and ethically. Through integrity we build strong relationships with clients and volunteers, ensure quality, and promote a positive workplace culture.

Position Purpose

The overall objective of the position is to assist with the production of our Freedom Wheel bikes, including assisting with quality assurance and with the safe and efficient running of the warehouse.

Key accountabilities

- Assisting with the customising of individual bikes
- Provide support to the work of Freedom Wheels volunteers when required.
- Assist the Production Coordinator to train new Freedom Wheels volunteers.
- Assist with quality control and troubleshooting to ensure bikes are built to a high standard.
- Maintain accurate records on our CRM, Salesforce.
- Pack, stock, organise and rearrange products in warehouse.
- Purchase stock
- Keep neat and clean warehouse premises.
- Monitor and assist in the management of inventory control.
- Manage and handle loading and unloading of products.
- Operate pallet jack.
- Drive vans handling warehouse materials.
- Pick-up and delivery of Bikes and other products.
- Handle and operate necessary tools and accessories in maintaining and managing the workshop and warehouse.

Qualifications and experience

Essential

- Driver's Licence
- Mechanical aptitude
- Hand tool use

Desirable

- WWC check and NDIS Screening Check
- Walkie stacker experience

- Bike mechanic skills
- Experience working with volunteers

Knowledge and Skills

- Experience working in a technical position
- Able to use skills to solve problems
- Able to manage workload to ensure tasks are completed within given timeframes
- Computer & systems aptitude

Personal Attributes

- Ability to perform a physical job at an efficient pace
- Proven customer service skills
- Excellent work ethic
- Reliable and punctual
- Uses initiative- makes suggestions for improvements and makes sound judgements
- Excellent attention to detail to ensure orders are processed accurately

Equal Opportunity

Freedom Solutions is an equal opportunity employer; values diversity and encourages applications from indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds.

Acceptance

This position description is subject to review and may change in accordance with the needs of Freedom Solutions, its operations and its clients.

I have read this document and agree to undertake the duties and responsibilities listed above. I acknowledge that additional or other duties and responsibilities may be allocated to me.

Authorisation



Name

Scott Miller

Title:

Chief Executive

Date:

May 2025