

Ecommerce Warehouse Assistant Job Description

A comprehensive job description template
for Australian logistics and warehousing businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and logistics industry practices at the time of publication. You should review and tailor this template to suit your business, warehouse type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Ecommerce Warehouse Assistant / Online Order Picker / Fulfilment Assistant

1.2 Position Summary

The Ecommerce Warehouse Assistant is responsible for processing online customer orders in a warehouse environment, including picking, packing, quality control and preparing items for dispatch. This role supports ecommerce fulfilment operations and requires accuracy, attention to detail and customer focus.

The position involves working with warehouse management systems, handheld scanners and packing equipment to ensure customer orders are fulfilled accurately and dispatched on time to meet delivery commitments.

1.3 Reporting Structure

This position reports to:

- Warehouse Supervisor / Shift Supervisor
- Ecommerce Fulfilment Manager
- Warehouse Manager

1.4 Employment Type

This position is available as:

- Casual (variable hours based on order volumes)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Order Processing

- Process online customer orders accurately and efficiently
- Use handheld scanners and warehouse management systems (WMS)
- Follow picking instructions and sequence orders correctly
- Scan items to verify accuracy during picking
- Meet daily order processing targets and deadlines
- Prioritize urgent or express orders as directed
- Report system errors or discrepancies to supervisors

2.2 Pick and Pack

- Pick items from warehouse locations accurately

- Pack orders securely using appropriate materials and methods
- Select correct box sizes to minimize damage and shipping costs
- Apply protective packaging for fragile items
- Print and attach shipping labels and documentation
- Include packing slips, promotional materials and returns information
- Seal and prepare packages for courier collection

2.3 Returns Handling

- Process customer returns according to company procedures
- Inspect returned items for damage or defects
- Verify return documentation and authorization
- Restock saleable items to correct warehouse locations
- Quarantine damaged or unsaleable stock
- Update system records for returns and refunds

2.4 Inventory Updates

- Maintain accurate inventory records through system scanning
- Report stock discrepancies or variances
- Alert supervisors to low stock levels during picking
- Assist with cycle counting and stock takes
- Update product locations after stock movements
- Report damaged or expired stock

2.5 Quality Control

- Verify item descriptions, sizes and quantities against orders
- Check product quality before packing
- Inspect packaging quality and presentation standards
- Ensure correct documentation is included with orders
- Identify and report quality issues with products or packaging
- Follow quality standards for ecommerce fulfilment

2.6 Dispatch Preparation

- Organize packed orders by courier and service type
- Prepare orders for courier pickup and dispatch
- Scan packages to confirm dispatch in system
- Create manifests and dispatch documentation
- Load courier vehicles or prepare pallets for collection
- Meet cutoff times for same-day dispatch

2.7 General Warehouse Duties

- Maintain clean and organized work areas
- Follow workplace health and safety procedures
- Report equipment faults or maintenance needs
- Assist with receiving stock deliveries as required
- Support other warehouse activities during quiet periods
- Participate in continuous improvement initiatives

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

High level of accuracy in picking, packing and processing orders. Ability to identify discrepancies and errors. Careful verification of item details, quantities and customer information.

Speed and Accuracy

Ability to work efficiently while maintaining accuracy. Meeting productivity targets without compromising quality. Effective time management during busy periods.

Computer Skills

Competent use of handheld scanners and warehouse management systems. Basic computer literacy for system navigation. Ability to follow digital picking instructions.

Physical Fitness

Physical capability for standing, walking and manual handling throughout shifts. Ability to lift and carry packages. Stamina for repetitive picking and packing tasks.

Customer Focus

Understanding that each order represents a customer. Commitment to quality presentation and accuracy. Pride in delivering a positive customer experience.

Time Management

Ability to work to deadlines and dispatch schedules. Prioritizing urgent orders appropriately. Managing workload efficiently during peak periods.

3.2 Personal Attributes

- Reliable and punctual
- Quality-conscious with pride in work
- Positive and team-oriented attitude
- Adaptable to changing priorities
- Comfortable with repetitive tasks
- Safety-conscious approach
- Willingness to learn new systems and processes

- Good numeracy and literacy skills

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work flexible hours including peak periods and weekends
- Physical capability for manual handling and repetitive tasks
- Basic computer and technology literacy

4.2 Desirable Qualifications

- Previous warehouse, retail or ecommerce experience
- Experience with warehouse management systems or scanners
- Forklift licence (if applicable to operations)
- Certificate II or III in Warehousing Operations
- Experience in order picking or fulfilment

4.3 Experience

Previous warehouse or ecommerce fulfilment experience is preferred but not essential. Training will be provided on systems, processes and quality standards. Candidates with retail, hospitality or customer service backgrounds who demonstrate accuracy and attention to detail are encouraged to apply.

5. Working Conditions

5.1 Hours of Work

- Day shifts typically between 7:00am and 6:00pm
- May include early starts or late finishes during peak periods
- Weekend work may be required
- Increased hours during busy periods (Black Friday, Christmas, sales events)
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Repetitive movements including bending, reaching and lifting
- Manual handling of packages and stock (typically up to 15kg)
- Use of hand tools including box cutters, tape guns and scanners
- Working at a consistent pace to meet productivity targets

5.3 Work Environment

- Warehouse environment with varying temperatures
- Exposure to noise from warehouse operations
- Fast-paced environment during peak order periods
- Standing workstations with anti-fatigue mats
- Use of personal protective equipment as required

5.4 Uniform and Safety Equipment

- High-visibility clothing or uniform as provided
- Safety footwear (steel-capped boots) required
- Personal protective equipment (gloves, etc.) as required
- Neat and professional appearance expected

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Storage Services and Wholesale Award 2020 (MA000084). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in warehousing, storage and distribution businesses.

6.2 Classification Level

Ecommerce Warehouse Assistants are generally classified at Level 1 or Level 2 under the award, depending on experience, skills and the complexity of duties performed.

The specific classification level will be determined based on the duties performed and experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Weekend work (Saturday and Sunday)
- Public holidays
- Overtime hours beyond standard hours

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Storage Services and Wholesale Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all colleagues and managers with respect and courtesy
- Maintain confidentiality regarding customer information

- Follow all company policies and procedures
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible
- Represent the company positively at all times

7.2 Quality Standards

- Maintain high standards of accuracy in all tasks
- Verify item details carefully before packing
- Ensure neat and professional package presentation
- Take pride in delivering quality outcomes for customers
- Report errors or quality concerns promptly
- Follow standard operating procedures consistently

7.3 Productivity and Efficiency

- Work efficiently to meet productivity targets
- Minimize errors and rework through careful attention
- Manage time effectively to meet dispatch deadlines
- Maintain focus and consistency throughout shifts
- Suggest improvements to processes where appropriate

7.4 Teamwork and Safety

- Support team members during busy periods
- Communicate clearly with colleagues and supervisors
- Follow workplace health and safety procedures at all times
- Report hazards, incidents or equipment issues immediately
- Use equipment and tools safely and correctly
- Maintain clean and organized work areas

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter outlining relevant experience and availability
- Copies of relevant certificates (if applicable)
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- Face-to-face interview at the warehouse
- Practical assessment or trial shift to demonstrate skills
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____