

Inventory Assistant Job Description

A comprehensive job description template
for Australian retail 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 retail industry practices at the time of publication. You should review and tailor this template to suit your business, retail 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

Inventory Assistant / Stock Assistant / Warehouse Assistant

1.2 Position Summary

An inventory assistant is responsible for receiving deliveries, conducting stock counts, maintaining inventory records and organizing back-of-house storage areas. The role is critical for maintaining accurate stock levels and reducing shrinkage in retail operations.

The position requires attention to detail, numeracy skills, physical fitness and the ability to use inventory management systems. The inventory assistant works closely with delivery drivers, store staff and management to ensure accurate stock records and efficient stockroom operations.

1.3 Reporting Structure

This position reports to:

- Store Manager / Warehouse Manager
- Inventory Manager / Stock Controller (if applicable)
- Operations Manager

1.4 Employment Type

This position is available as:

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

2. Key Responsibilities

2.1 Receiving Deliveries

- Checking deliveries against invoices and purchase orders
- Verifying quantities and quality of received stock
- Unpacking stock and checking for damages
- Reporting discrepancies, damages or shortages to management
- Signing off on deliveries once verified
- Coordinating with delivery drivers for efficient receiving
- Recording received stock in inventory management systems

2.2 Stock Counts

- Performing regular stock counts as scheduled

- Participating in full stocktakes (quarterly, annually)
- Investigating variances between physical counts and system records
- Maintaining accurate stock count records
- Using handheld scanners and inventory software
- Reporting stock count results to management
- Conducting spot checks on high-value or high-risk items

2.3 Inventory Management Systems

- Using inventory software to record stock movements
- Updating stock quantities in real-time
- Generating inventory reports as required
- Maintaining data accuracy and integrity
- Operating handheld scanners and barcode systems
- Learning and adapting to new inventory technologies

2.4 Back-of-House Organization

- Maintaining organized and tidy stockrooms
- Implementing storage systems and protocols
- Ensuring proper stock rotation (FIFO - First In, First Out)
- Optimizing space utilization in storage areas
- Labeling stock clearly and accurately
- Keeping aisles and access areas clear for safety
- Maintaining cleanliness of stockroom and warehouse areas

2.5 Stock Transfers

- Preparing stock for inter-store transfers
- Coordinating with other store locations
- Ensuring accurate documentation for transfers
- Packing stock securely for transport
- Recording transfers in inventory systems
- Tracking transferred stock until received at destination

2.6 Shrinkage Reduction

- Identifying potential shrinkage risks
- Implementing security measures for high-value items
- Monitoring high-risk product categories
- Reporting discrepancies and suspicious activities
- Following loss prevention procedures

- Maintaining secure storage areas
- Documenting waste, damages and write-offs

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

High accuracy when counting stock, recording data and identifying discrepancies. Ability to spot errors, damages or quality issues. Precision in data entry and record-keeping.

Numeracy

Comfortable with numbers and basic calculations. Ability to verify quantities, calculate variances and reconcile stock counts. Understanding of inventory metrics and measurements.

Organization

Systematic approach to stock storage and management. Ability to maintain tidy and efficient stockrooms. Planning skills for receiving schedules and stocktakes.

Physical Fitness

Capable of lifting and carrying stock regularly (up to 15-20kg). Ability to stand and walk for extended periods. Manual handling skills for safe movement of goods.

System Literacy

Ability to learn and use inventory management software. Competence with handheld scanners and barcode systems. Basic computer skills for data entry and reporting.

Teamwork

Collaborative approach with delivery drivers, store staff and inventory team. Clear communication skills. Willingness to assist colleagues during busy periods.

3.2 Personal Attributes

- Reliable and punctual, especially for early morning delivery shifts
- Methodical and process-oriented approach to work
- Ability to work independently with minimal supervision
- Problem-solving skills for resolving inventory discrepancies
- Integrity and honesty in handling stock and records
- Flexibility to work varied shifts including weekends
- Commitment to workplace health and safety
- Willingness to learn new systems and procedures

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)

- Working rights documentation
- Basic computer skills and ability to learn inventory software
- Ability to work flexible hours including early mornings and weekends

4.2 Desirable Qualifications

- Previous inventory or warehouse experience
- Forklift licence (LF) for warehouse environments
- Manual handling training certificate
- Experience with inventory management systems (e.g., SAP, WMS, retail POS systems)
- Certificate II or III in Warehousing Operations
- First aid certificate

4.3 Experience

Previous inventory or stockroom experience is desirable but not essential for entry-level positions. Training will be provided on inventory systems, stockroom procedures and company protocols. Candidates with retail or warehouse experience will be well-suited to this role.

5. Working Conditions

5.1 Hours of Work

- May work early mornings for delivery receiving (starting 5-6am)
- Regular work on weekends during stocktake periods
- Shift lengths typically range from 4 to 8 hours
- Peak periods during major deliveries and stocktakes
- May require extended hours during end-of-month or seasonal stocktakes
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Physical work including lifting and carrying items (up to 15-20kg regularly)
- Standing and walking throughout shifts in stockroom environments
- Bending, reaching and climbing ladders to access stock
- Operating trolleys, pallet jacks and potentially forklifts
- Working in confined spaces in storage areas
- Manual dexterity for scanning and data entry

5.3 Work Environment

- Indoor stockroom and warehouse environments
- Working in varying temperatures depending on storage requirements
- May include cold storage or refrigerated areas

- Exposure to dust, cardboard and packaging materials
- Noise from equipment and delivery activities
- Interaction with delivery drivers and store staff

5.4 Safety and Compliance

- Compliance with workplace health and safety procedures
- Proper use of personal protective equipment (PPE) as required
- Safe manual handling practices at all times
- Following safety protocols for equipment operation
- Reporting hazards, incidents and near-misses
- Maintaining clear access ways and emergency exits

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the General Retail Industry Award 2020 (MA000004). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in retail businesses. Some warehouse operations may be covered by different awards depending on the business type and primary activities.

6.2 Classification Level

Inventory assistants are generally classified under the retail award as:

- Level 1: Entry-level inventory assistant with basic stock handling duties
- Level 2: Experienced inventory assistant with competency in inventory systems, forklift operation or specialized duties
- Level 3: Senior inventory assistant with supervisory responsibilities or advanced technical skills

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Early morning work: May attract allowances depending on start time

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the General Retail Industry Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all colleagues, delivery drivers and managers with respect and courtesy
- Maintain confidentiality regarding business and inventory information
- Follow all company policies and procedures
- Represent the business positively at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible

7.2 Accuracy Standards

- Maintain high standards of accuracy in all stock counts and data entry
- Double-check quantities and details before recording
- Report discrepancies immediately to management
- Follow established procedures for receiving, counting and recording stock
- Take responsibility for data integrity and accuracy

7.3 Organization and Efficiency

- Maintain organized and accessible stockroom layouts
- Keep storage areas clean and tidy at all times
- Prioritize tasks effectively during busy periods
- Work efficiently to minimize delivery receiving times
- Optimize stockroom space and storage systems
- Follow stock rotation protocols to minimize waste

7.4 Teamwork Expectations

- Support colleagues during stocktakes and busy periods
- Communicate clearly with team members and delivery personnel
- Share information about stock levels and inventory issues
- Participate positively in team meetings and briefings
- Accept feedback constructively and apply improvements
- Assist with training new inventory staff members

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 (forklift licence, manual handling, etc.)
- Working rights documentation
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and stockroom tour
- Skills assessment or practical demonstration (if applicable)
- 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: ____ / ____ / ____