

Inventory Clerk Job Description

A comprehensive job description template
for Australian warehousing and logistics 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

Inventory Clerk / Stock Controller / Inventory Administrator

1.2 Position Summary

The Inventory Clerk is responsible for maintaining accurate inventory records, conducting stock counts, performing reconciliations and ensuring warehouse management systems reflect true stock levels. This role is critical to warehouse accuracy, financial reporting and operational efficiency. The position requires meticulous attention to detail, strong numeracy skills and proficiency in inventory management systems.

The Inventory Clerk investigates discrepancies, processes stock adjustments and provides reporting to support business decision-making. They work closely with warehouse operations, purchasing and finance teams to maintain inventory integrity and identify improvement opportunities.

1.3 Reporting Structure

This position reports to:

- Warehouse Manager / Inventory Manager
- Operations Manager
- Supply Chain Manager

1.4 Employment Type

This position is available as:

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

2. Key Responsibilities

2.1 Stock Counting

- Conduct cycle counts of inventory locations according to schedule
- Perform full warehouse stocktakes at required intervals
- Count stock accurately using RF scanners, manual counting methods or both
- Verify physical stock quantities against system records
- Recount locations when discrepancies are identified
- Document count results systematically and accurately
- Prioritise high-value or fast-moving product counts
- Coordinate stocktake activities with warehouse operations

2.2 Inventory Reconciliation

- Investigate variances between physical counts and system records
- Identify root causes of stock discrepancies
- Reconcile stock movements, receipts and dispatches
- Track down missing or misplaced stock
- Verify transactions in warehouse management system
- Calculate and document inventory shrinkage and write-offs
- Liaise with warehouse staff to resolve discrepancies
- Prepare variance reports with explanations and recommendations

2.3 Data Entry and System Maintenance

- Enter stock adjustments into warehouse management system accurately
- Process stock transfers between locations
- Update inventory records following physical counts
- Maintain product master data including descriptions, codes and categories
- Create and maintain location records in system
- Process stock receipts and goods-in transactions
- Ensure data integrity and accuracy in all system entries
- Archive and backup inventory data as required

2.4 Stock Adjustments

- Process inventory adjustments for damaged, obsolete or expired stock
- Document reasons for all stock adjustments with supporting evidence
- Obtain approvals for adjustments as per company policy
- Track and report adjustment trends and patterns
- Coordinate disposal of damaged or obsolete stock
- Process returns to suppliers and credit adjustments
- Maintain audit trail for all inventory adjustments

2.5 Reporting and Analysis

- Generate daily, weekly and monthly inventory reports
- Prepare stocktake reports and variance analysis
- Monitor inventory accuracy metrics and KPIs
- Analyse slow-moving and obsolete stock
- Report on stock levels, reorder points and replenishment needs
- Identify inventory trends and provide insights to management
- Prepare documentation for audits and financial reporting

- Track stock loss, damage and shrinkage metrics

2.6 System and Process Improvement

- Identify opportunities to improve inventory accuracy
- Recommend process changes to reduce discrepancies
- Train warehouse staff on proper stock handling procedures
- Develop and maintain standard operating procedures for inventory
- Implement cycle counting programs and schedules
- Contribute to continuous improvement initiatives
- Participate in system upgrades and implementation projects

3. Required Skills and Attributes

3.1 Essential Skills

Strong Numeracy Skills

Excellent numerical ability for counting, calculations and reconciliations. Competency in data analysis and variance investigation. Capability to work with large datasets and identify patterns. Understanding of inventory valuation and financial implications of stock accuracy.

Attention to Detail

Exceptional accuracy in counting and data entry. Thoroughness in investigating discrepancies and verifying information. Meticulous record-keeping and documentation. Ability to spot errors, inconsistencies and unusual patterns in data.

Computer Literacy

Proficiency in warehouse management systems and inventory software. Advanced Microsoft Excel skills for data analysis and reporting. Competent data entry with high accuracy and speed. Ability to learn new systems and software quickly.

Organisational Skills

Systematic approach to stock counting and reconciliation. Effective time management to complete counts within deadlines. Ability to prioritise tasks and manage multiple counting schedules. Well-organised documentation and filing practices.

3.2 Personal Attributes

- Methodical and systematic work approach
- Patient and persistent when investigating discrepancies
- Honest and trustworthy with high integrity
- Reliable and punctual with consistent attendance
- Analytical mindset and problem-solving ability
- Professional communication with all levels of staff
- Calm under pressure during stocktake periods

- Flexible and adaptable to changing priorities
- Continuous improvement focus

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Strong English language skills (written and verbal)
- Demonstrated numeracy and data entry skills
- Computer literacy including Microsoft Office proficiency
- High level of accuracy and attention to detail

4.2 Desirable Qualifications

- Certificate III or IV in Warehousing Operations or Logistics
- Previous inventory control or stock management experience
- Experience with warehouse management systems (SAP, Oracle, Manhattan, etc.)
- Advanced Excel skills (pivot tables, VLOOKUP, data analysis)
- RF scanner operation experience
- Understanding of inventory accounting principles
- Experience with cycle counting programs

4.3 Experience

Previous experience in inventory control, stock management or warehouse administration is highly valued. Candidates with retail stock control, accounting or data analysis backgrounds often transition well to this role. Entry-level positions may be available for candidates with strong numeracy, computer skills and relevant qualifications.

5. Working Conditions

5.1 Hours of Work

- Typically business hours (Monday to Friday) but may include shift work
- Extended hours during stocktake periods (early starts or late finishes)
- Weekend work may be required for full warehouse stocktakes
- Standard 38-hour work week for full-time positions
- Overtime during month-end and quarter-end reporting periods
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Combination of desk-based computer work and warehouse floor activities

- Walking and standing for extended periods during stock counts
- Climbing ladders to count stock at height
- Bending, reaching and stretching to access stock locations
- Occasional lifting of items for verification purposes
- Good vision for detailed counting and computer work

5.3 Work Environment

- Office environment within warehouse or distribution centre
- Regular time on warehouse floor conducting counts
- May work in ambient, temperature-controlled or cold storage areas
- Exposure to warehouse noise and activities
- Work areas shared with forklifts and mobile equipment
- Both individual focused work and collaborative activities

5.4 Equipment and Tools

- Computer workstation with inventory management software
- RF scanners for stock counting and verification
- Microsoft Excel and reporting tools
- Calculator and counting aids
- Mobile equipment including ladders and step stools
- Personal protective equipment for warehouse areas

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. Some businesses may be covered by the Clerks Award depending on the nature of duties and business structure.

6.2 Classification Level

Inventory Clerks are generally classified at Level 3 or Level 4 under the award:

- Level 3: Inventory clerks performing counting and basic reconciliation duties
- Level 4: Experienced clerks conducting complex analysis and system maintenance
- Level 5: Senior clerks with supervisory responsibilities or specialist expertise

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Premium rates apply
- Sunday: Higher premium rates apply
- Public holidays: Premium rate applies
- Overtime: Applicable rates for hours beyond standard working hours
- Cold storage allowance: If working in refrigerated or freezer environments

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 Accuracy and Integrity

- Maintain highest standards of accuracy in all counting and data entry
- Verify counts thoroughly and recount when uncertain
- Report discrepancies honestly and transparently
- Never manipulate data or adjust records without proper investigation
- Take personal responsibility for accuracy of work output
- Follow procedures and approval processes consistently

7.2 Analytical and Problem-Solving

- Investigate variances thoroughly until root cause is identified
- Use logical reasoning and data analysis to solve discrepancies
- Ask questions and seek clarification when needed
- Document investigation findings clearly and comprehensively
- Identify patterns and trends in inventory issues
- Recommend solutions to prevent recurring problems

7.3 Communication and Collaboration

- Communicate clearly with warehouse staff about counting activities
- Liaise professionally with all departments
- Provide regular updates to management on inventory status
- Train and educate warehouse team on accuracy importance
- Work collaboratively to resolve discrepancies
- Report findings and insights in clear, concise manner

7.4 Professionalism and Reliability

- Arrive on time and ready to work for rostered shifts
- Notify supervisor of absence or lateness as early as possible
- Meet deadlines for counting cycles and reporting
- Maintain confidentiality of inventory and financial information
- Accept feedback constructively and implement improvements
- Demonstrate commitment to continuous improvement

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting relevant experience
- Cover letter outlining numeracy and analytical skills
- Copies of relevant qualifications or certificates
- Examples of Excel or data analysis work (if available)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone screening interview
- Numeracy and computer skills assessment
- Face-to-face interview with warehouse management
- Practical exercise or case study on inventory reconciliation
- Reference checks with previous employers
- Workplace tour and system demonstration

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: ____ / ____ / ____