

Packing Team Leader 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

Packing Team Leader / Packing Supervisor / Despatch Team Leader

1.2 Position Summary

The Packing Team Leader is responsible for leading and supervising the packing team, ensuring orders are packed accurately and efficiently to quality standards. This role involves overseeing packing operations, training staff, monitoring quality and productivity, and coordinating with dispatch to meet customer delivery requirements.

The position requires hands-on leadership, quality focus and the ability to maintain high packing standards while meeting productivity targets in a fast-paced warehouse environment.

1.3 Reporting Structure

This position reports to:

- Warehouse Supervisor / Shift Supervisor
- Warehouse Manager
- Distribution Manager

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Permanent role with day or rotating shifts
- May include early starts or late finishes based on operations

2. Key Responsibilities

2.1 Team Leadership

- Lead and supervise the packing team during allocated shifts
- Allocate packing tasks and workload among team members
- Provide clear direction and support to packing staff
- Motivate team to achieve productivity and quality targets
- Address performance issues and provide constructive feedback
- Coordinate break schedules and manage team attendance
- Foster a positive and collaborative team environment

2.2 Quality Oversight

- Monitor packing quality and ensure compliance with standards

- Conduct quality checks on packed orders
- Verify item accuracy, quantities and product condition
- Ensure appropriate packaging materials and methods are used
- Check labelling, documentation and presentation standards
- Identify and address quality issues or errors immediately
- Implement corrective actions to prevent recurring problems

2.3 Productivity Monitoring

- Monitor packing productivity and efficiency levels
- Track individual and team performance against targets
- Identify and remove obstacles to productivity
- Balance speed and accuracy to meet operational goals
- Report on packing output and performance metrics
- Coordinate with dispatch to prioritize urgent orders
- Ensure dispatch cutoff times are met

2.4 Training Delivery

- Train new packing staff on procedures and quality standards
- Demonstrate correct packing techniques and methods
- Provide ongoing coaching to improve team skills
- Ensure staff understand customer requirements and specifications
- Train team on use of packing equipment and materials
- Support cross-training within the packing area
- Assess competency and identify training needs

2.5 Problem Resolution

- Resolve packing issues and operational problems quickly
- Address stock shortages or discrepancies with inventory team
- Handle customer-specific packing requirements
- Escalate complex issues to warehouse management
- Make decisions to keep operations flowing smoothly
- Respond to urgent or express order requirements

2.6 Stock Coordination

- Ensure adequate packing materials and consumables are available
- Monitor stock levels of boxes, tape, labels and protective packaging
- Coordinate with receiving team on stock availability for orders
- Report damaged or unsaleable stock to supervisors

- Assist with stock location and retrieval as needed
- Support inventory counting and stock take activities

2.7 Safety and Compliance

- Enforce workplace health and safety procedures in packing area
- Ensure safe use of packing equipment and tools
- Monitor ergonomic practices and manual handling techniques
- Report hazards, incidents and equipment issues
- Maintain clean and organized packing workstations
- Ensure compliance with company and regulatory requirements

3. Required Skills and Attributes

3.1 Essential Skills

Leadership

Ability to lead and motivate a team effectively. Experience in supervising staff and coordinating work activities. Confidence to provide direction and make operational decisions. Capability to build team morale and engagement.

Communication

Clear verbal communication for instruction and feedback. Ability to listen and respond to team concerns. Professional interaction with supervisors and other departments. Training and coaching capabilities.

Quality Focus

Strong attention to detail and quality standards. Ability to identify errors and inconsistencies. Commitment to maintaining customer satisfaction through quality packing. Understanding of quality control principles.

Time Management

Ability to prioritize tasks and manage workflow effectively. Balancing quality with productivity requirements. Meeting dispatch deadlines consistently. Planning and organizational skills.

Physical Fitness

Physical capability for hands-on packing work when required. Ability to stand for extended periods and perform manual handling. Stamina to maintain pace throughout shifts.

Problem-Solving

Ability to identify and resolve operational issues quickly. Resourcefulness in addressing challenges. Sound judgment in decision-making. Practical approach to finding solutions.

3.2 Personal Attributes

- Lead-by-example work ethic
- Patient and supportive coaching style
- Reliable and punctual
- Quality-conscious mindset

- Positive and encouraging attitude
- Flexibility to adapt to changing priorities
- Team-oriented approach
- Commitment to continuous improvement

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Minimum 2-3 years warehouse packing experience
- Previous team leader or supervisory experience
- Demonstrated understanding of quality standards and processes
- Physical capability for manual handling and standing work

4.2 Desirable Qualifications

- Certificate III in Warehousing Operations
- Certificate IV in Logistics or Supply Chain
- Forklift licence (if applicable to operations)
- First Aid certificate
- Experience with warehouse management systems (WMS)
- Lean or continuous improvement training

4.3 Experience

Candidates should have significant warehouse packing experience with demonstrated leadership capabilities. Experience in training staff, maintaining quality standards and coordinating team activities is essential. Understanding of ecommerce or distribution packing operations is highly valued.

5. Working Conditions

5.1 Hours of Work

- Full-time position with day shifts or rotating shifts
- May include early starts (6:00-7:00am) or late finishes
- Weekend work may be required depending on operational needs
- Extended hours during peak periods (sales events, seasonal peaks)
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Manual handling including lifting and carrying packages (up to 20kg)

- Repetitive movements including bending, reaching and packing
- Use of hand tools including tape guns, box cutters and scanners
- Physical mobility to move around packing area
- Manual dexterity for packing and quality checks

5.3 Work Environment

- Warehouse environment with varying temperatures
- Exposure to noise from warehouse operations
- Fast-paced environment during peak order periods
- Working in packing area with team members
- Use of personal protective equipment as required
- May work in refrigerated areas (depending on products)

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

Packing Team Leaders are generally classified at Level 3 or Level 4 under the award, depending on the size of team supervised, scope of responsibilities and operational complexity.

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates and allowances for:

- Early morning or afternoon/evening shifts
- Weekend work (Saturday and Sunday)
- Public holiday work
- Team leader or supervisory allowance

- Overtime beyond standard hours

Refer to the Storage Services and Wholesale Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Lead by example in work ethic and professionalism
- Treat all team members with respect and fairness
- Maintain confidentiality regarding business and personnel matters
- Follow all company policies and procedures
- Arrive early to prepare for shift and team briefing
- Notify management of absence or lateness as soon as possible

7.2 Leadership Standards

- Provide clear direction and support to team members
- Motivate team to achieve quality and productivity goals
- Address performance issues promptly and fairly
- Foster a positive and inclusive team culture
- Communicate effectively with staff and management
- Support team development and skill building

7.3 Quality Excellence

- Maintain uncompromising standards of packing quality
- Conduct thorough quality checks throughout shift
- Address quality issues immediately and effectively
- Promote quality awareness within the team
- Take pride in delivering error-free orders
- Continuously seek quality improvements

7.4 Safety Leadership

- Champion workplace health and safety in packing area
- Enforce safe work practices and PPE requirements
- Report all hazards, incidents and near misses
- Promote ergonomic practices and manual handling safety
- Participate in safety meetings and initiatives
- Maintain clean and organized work environment

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining packing and leadership experience
- Cover letter addressing your leadership approach and suitability
- Copies of relevant certificates and qualifications
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- Face-to-face interview at the warehouse
- Practical assessment of leadership and technical skills
- Reference checks
- Pre-employment medical assessment

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: ____ / ____ / ____