

Process Worker Job Description

A comprehensive job description template
for manufacturing and process operations

Company 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 manufacturing practices at the time of publication. You should review and tailor this template to suit your organisation, 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

Process Worker / Process Operator / Production Process Worker

1.2 Position Summary

The Process Worker is responsible for operating and monitoring process equipment and machinery in a manufacturing or processing environment. This role involves preparing raw materials and inputs, monitoring process parameters and product quality, following batch recipes and specifications, and maintaining accurate documentation of process data and production records.

The position requires operating various types of process equipment such as mixers, reactors, pumps, conveyor systems and packaging machinery. Process workers watch gauges, dials and indicators to ensure equipment operates within specifications, make adjustments as needed, and respond to alarms or process deviations. This role is essential to maintaining production efficiency, product quality and workplace safety in continuous or batch process operations.

1.3 Reporting Structure

This position reports to:

- Process Supervisor / Shift Supervisor
- Production Manager
- Operations Manager

1.4 Employment Type

This position is available as:

- Casual (flexible shifts as required)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Process Operation

- Operate and monitor process equipment and machinery safely
- Start up and shut down equipment according to procedures
- Monitor process parameters such as temperature, pressure and flow rates
- Make adjustments to equipment settings as required
- Respond to alarms and process deviations promptly
- Watch gauges, dials, indicators and control panels

- Ensure equipment operates within specifications

2.2 Material Preparation

- Prepare raw materials and inputs for processing
- Weigh, measure and mix materials according to specifications
- Load materials into process equipment correctly
- Handle materials safely following procedures and SDS
- Check material quality and condition before use
- Move materials using forklifts or other equipment as required
- Maintain organized material storage and staging areas

2.3 Quality Monitoring

- Monitor product quality throughout the process
- Conduct quality checks and inspections as required
- Test samples and record results
- Identify and report quality issues or defects
- Ensure product meets specifications and standards
- Segregate non-conforming product appropriately
- Follow quality control procedures and work instructions

2.4 Equipment Monitoring

- Monitor equipment performance and operation
- Watch for signs of malfunction or abnormal operation
- Report equipment problems or breakdowns immediately
- Conduct routine checks and inspections
- Perform basic maintenance tasks such as cleaning and lubrication
- Record equipment readings and operating conditions
- Assist maintenance staff with repairs as required

2.5 Batch Processing

- Follow batch recipes and processing specifications
- Process batches in correct sequence and timing
- Verify batch numbers and material codes
- Mix, blend and process materials according to procedures
- Monitor batch processing parameters
- Complete batch processing within required timeframes
- Ensure batch traceability and documentation

2.6 Documentation

- Record process data and batch records accurately
- Complete production logs and shift reports
- Document equipment readings and parameters
- Record quality test results and inspections
- Report incidents, near misses and safety concerns
- Maintain accurate material usage records
- Follow Good Manufacturing Practice (GMP) documentation requirements

3. Required Skills and Attributes

3.1 Essential Skills

Process Awareness

Understanding of process operations and how equipment works together. Ability to monitor multiple parameters simultaneously and recognize when processes are operating normally or abnormally.

Awareness of cause and effect relationships in process systems.

Attention to Detail

High level of attention to detail for monitoring equipment, recording data and following procedures. Ability to notice small changes in process parameters or product quality. Careful and accurate in all work tasks including documentation and material handling.

Following Procedures

Strong ability to follow standard operating procedures, work instructions and batch recipes accurately.

Understanding of why procedures are important for safety, quality and consistency. Discipline to follow processes even during repetitive tasks.

Physical Fitness

Physical capability for manual work including standing, walking, lifting and carrying. Stamina for shift work and continuous operations. Ability to work in various environmental conditions including heat, cold or confined spaces.

3.2 Personal Attributes

- Reliable and punctual attendance for shifts
- Safety-focused mindset and behaviour
- Good teamwork and communication skills
- Ability to work independently with minimal supervision
- Flexible and adaptable to changing priorities
- Problem-solving ability for routine issues
- Conscientious and quality-focused approach
- Basic numeracy and literacy skills

- Willingness to learn new skills and procedures
- Positive attitude and work ethic

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Basic numeracy and literacy skills
- Ability to read and understand work instructions
- Physical capability for manual work and shift operations
- Eligibility to work in Australia
- Willingness to undergo pre-employment medical assessment
- National Police Check (depending on industry)

4.2 Desirable Qualifications

- Certificate II or III in Process Manufacturing
- Certificate II or III in Food Processing (for food manufacturing)
- Forklift licence (LF class)
- Food Safety Supervisor certificate (for food processing)
- Previous experience in manufacturing or process operations
- Basic computer skills for electronic documentation
- First Aid certificate

4.3 Experience

Entry-level positions are available for candidates without prior manufacturing experience. Training will be provided in equipment operation, safety procedures, quality requirements and documentation. Experienced process workers should demonstrate knowledge of process operations, ability to work independently, understanding of quality and safety requirements, and reliable work history in manufacturing or process environments.

5. Working Conditions

5.1 Hours of Work

- Shift work including day, afternoon and night shifts
- Rotating rosters or fixed shifts depending on operation
- Full-time positions typically 38 hours per week
- Continuous operations may include 24/7 shift patterns
- Weekend and public holiday work as per production schedule
- Overtime may be required during busy periods

- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods during shifts
- Lifting and carrying materials and products
- Bending, reaching and working at different heights
- Manual handling of raw materials and finished products
- Ability to climb stairs and ladders safely
- Good hand-eye coordination for equipment operation
- Good vision and hearing for monitoring equipment

5.3 Work Environment

- Factory or process plant environment
- Exposure to noise from operating machinery
- Work in hot, cold or humid conditions depending on process
- Exposure to dust, fumes or chemical substances
- Wearing of personal protective equipment (PPE) required
- Fast-paced production environment with quality standards
- Working near moving machinery and equipment

5.4 Dress Code and Safety Equipment

- Company-provided uniform or approved work clothing
- Safety boots (steel cap) must be worn at all times
- Safety glasses, hearing protection and hard hat as required
- Gloves and other PPE as specified for tasks
- Hair nets, beard covers and other hygiene PPE (for food processing)
- Jewellery restrictions for safety reasons
- All PPE must be maintained in good condition

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Manufacturing and Associated Industries and Occupations Award 2020 (MA000010). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in manufacturing, production and process operations.

6.2 Classification Level

Process workers are generally classified under the award as:

- Level C11: Entry level process worker undertaking basic duties
- Level C12: Process worker with some experience and additional responsibilities
- Level C13: Experienced process worker with higher skill level duties

The specific classification level will be determined based on skills, experience, duties performed and level of responsibility.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Afternoon shift: 115% of base rate
- Night shift: 130% of base rate
- Saturday: 150% of base rate
- Sunday: 200% of base rate
- Public holidays: 250% of base rate
- Additional allowances may apply for specific skills or conditions

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Manufacturing Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time for all shifts ready to commence work
- Notify supervisor as early as possible if unable to attend
- Follow all company policies, procedures and work instructions
- Maintain confidentiality of company information
- Represent the company professionally at all times
- Participate in training and team meetings

7.2 Safety and Compliance

- Follow all safety procedures and safe work practices
- Wear required personal protective equipment at all times
- Report hazards, incidents and near misses immediately
- Participate in safety meetings and toolbox talks
- Follow emergency procedures and evacuation plans
- Comply with workplace health and safety requirements
- Never take shortcuts that compromise safety

7.3 Quality and Productivity

- Follow standard operating procedures and batch recipes
- Maintain quality standards for all products
- Complete documentation accurately and on time
- Report quality issues or process deviations immediately
- Work efficiently to meet production targets
- Minimize waste and product losses
- Maintain clean and organized work areas

7.4 Communication and Teamwork

- Communicate effectively with supervisors and team members
- Provide clear handover information at shift changes
- Report equipment problems and process issues promptly
- Work cooperatively as part of the production team
- Assist colleagues and support team performance
- Ask questions when unsure about procedures
- Contribute positively to workplace culture

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including work history and skills
- Cover letter outlining interest and relevant experience
- Copy of relevant qualifications and certificates
- Copy of forklift licence (if applicable)
- Copy of Food Safety certificate (if applicable for food processing)
- Contact details for at least two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and availability
- Face-to-face interview with production manager or supervisor
- Site tour to view the work environment and operations
- Pre-employment medical assessment
- Reference checks with previous employers
- Induction and safety training before commencing

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. We value diversity and are committed to creating an inclusive and respectful workplace for all employees.

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 organisation.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____