

Retail Receiving Clerk 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.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	4
4. Qualifications and Requirements	5
5. Working Conditions	5
6. Award Information	6
7. Expected Behaviours	6
8. Application Process	7

1. Position Overview

1.1 Position Title

Retail Receiving Clerk / Receiving Coordinator / Goods Receipt Officer

1.2 Position Summary

A retail receiving clerk is responsible for managing incoming deliveries at the loading dock or receiving area. This role involves verifying all incoming shipments against purchase orders and packing slips, documenting any discrepancies or damages, processing returns to vendors and maintaining accurate inventory records.

The position requires meticulous attention to detail, strong organisational skills and physical fitness to handle stock movement. Receiving clerks ensure accurate stock intake into the business, working early morning shifts to coordinate with delivery schedules and supplier requirements.

1.3 Reporting Structure

This position reports to:

- Store Manager
- Operations Manager
- Warehouse Supervisor

1.4 Employment Type

This position may be offered as:

- Full-time permanent
- Part-time permanent
- Casual

2. Key Responsibilities

2.1 Delivery Verification and Processing

- Receive and verify all incoming deliveries against purchase orders and packing slips
- Count, check and confirm quantities match delivery documentation
- Identify and document discrepancies, shortages or incorrect items
- Inspect merchandise for damage, defects or quality issues
- Sign delivery documentation and obtain driver signatures where required
- Coordinate with delivery drivers regarding delivery timing and procedures

2.2 Documentation and Record Keeping

- Complete receiving paperwork accurately and promptly
- Update inventory management systems with received stock

- Maintain delivery logs and receiving records
- Document and report discrepancies to management and vendors
- Process vendor return documentation and credit claims
- File and maintain receiving records systematically

2.3 Stock Processing and Movement

- Unload trucks safely using appropriate equipment and techniques
- Sort and organize received stock for distribution to sales floor
- Transport stock to designated storage areas
- Prepare stock for processing by merchandising or stock teams
- Operate equipment including pallet jacks, trolleys and potentially forklifts
- Handle stock appropriately to prevent damage

2.4 Vendor and Supplier Liaison

- Communicate with vendors regarding delivery issues or discrepancies
- Coordinate vendor return arrangements and pickups
- Resolve delivery queries and discrepancies professionally
- Build positive working relationships with regular delivery drivers
- Escalate serious vendor issues to management

2.5 Receiving Area Management

- Maintain clean, organized and safe receiving areas
- Ensure loading dock meets safety and operational standards
- Remove packaging and dispose of waste appropriately
- Store equipment properly and report maintenance needs
- Follow security procedures for receiving area access

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Meticulous accuracy when verifying deliveries against documentation. Ability to identify discrepancies, count correctly under time pressure and spot damaged or incorrect items. Essential for maintaining inventory accuracy.

Organizational Skills

Systematic approach to managing multiple simultaneous deliveries. Ability to prioritize urgent items, maintain tidy receiving areas and process documentation efficiently. Strong time management to meet delivery schedules.

Computer Literacy

Competence with inventory management systems for recording received stock. Ability to navigate software, enter data accurately and communicate via email. Understanding of basic technology for scanning and

documentation.

Communication Skills

Clear verbal and written communication with drivers, vendors, management and store staff. Ability to explain discrepancies, document issues clearly and coordinate with multiple parties throughout the receiving process.

Physical Capability

Physical fitness to lift 15-20kg regularly, move stock throughout the shift and work in loading dock environments. Ability to perform manual handling tasks safely and use equipment including pallet jacks and trolleys.

3.2 Personal Attributes

- Reliability and punctuality, especially for early morning shifts
- Methodical and systematic approach to tasks
- Integrity when handling stock and vendor relationships
- Flexibility to handle varying delivery volumes
- Problem-solving mindset for resolving discrepancies
- Safety awareness in loading dock environment
- Ability to work independently with minimal supervision

4. Qualifications and Requirements

4.1 Required Qualifications

- Physical fitness to perform manual handling and lifting tasks
- Basic computer literacy and numeracy skills
- Availability for early morning shifts (typically 5am-7am starts)
- Eligibility to work in Australia

4.2 Desirable Qualifications

- Previous warehousing, receiving or logistics experience
- Forklift licence (or willingness to obtain)
- Certificate II or III in Warehousing Operations or Supply Chain
- Experience with inventory management systems
- Knowledge of retail product types and handling requirements

5. Working Conditions

5.1 Hours of Work

- Early morning shifts typically commencing 5am-7am

- Shift lengths aligned with delivery schedules
- Weekend work may be required depending on delivery schedules
- Flexibility for extended hours during peak delivery periods

5.2 Physical Requirements

- Lifting and carrying up to 15-20kg regularly
- Standing and walking for extended periods
- Loading and unloading trucks and containers
- Using manual handling equipment including pallet jacks and trolleys
- Bending, reaching and general physical activity
- Working in loading dock environments with exposure to weather

5.3 Environmental Conditions

- Loading dock and warehouse receiving areas
- Exposure to external weather conditions during unloading
- Working with delivery vehicles and truck movements
- Varying noise levels from deliveries and equipment
- Temperature variations in receiving areas

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 retail employees.

6.2 Classification Level

Retail receiving clerks typically fall under Level 1-3 classifications:

- Level 1: New employees performing basic receiving duties under supervision
- Level 2: Employees with inventory system experience who independently identify discrepancies
- Level 3: Employees with specialist skills, equipment operation or supervisory responsibilities

6.3 Entitlements

- Penalty rates for early morning starts, weekend and public holiday work
- Minimum shift lengths as per the award
- Break entitlements based on shift duration
- Leave entitlements as per the National Employment Standards

7. Expected Behaviours

7.1 Accuracy and Quality Focus

- Verify all deliveries thoroughly against documentation
- Document discrepancies and issues clearly and completely
- Maintain meticulous records and data entry
- Report quality issues promptly to prevent stock problems
- Take responsibility for accurate inventory receipt

7.2 Professional Conduct

- Maintain punctuality especially for early morning shifts
- Communicate professionally with vendors and delivery drivers
- Follow company policies and procedures
- Handle stock and documentation with integrity
- Escalate issues appropriately to management

7.3 Safety and Housekeeping

- Follow safe manual handling procedures at all times
- Maintain clean and organized receiving areas
- Use equipment safely and report maintenance needs
- Adhere to loading dock safety protocols
- Wear appropriate PPE and safety equipment as required

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Resume/CV highlighting relevant experience
- Cover letter detailing interest in receiving operations
- Details of any relevant licences or certifications
- Availability for early morning shifts

8.2 Selection Process

- Application review
- Interview with management
- Reference checks
- Physical assessment if required

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: ____ / ____ / ____