

Shipping & Receiving 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.

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

Shipping and Receiving Clerk / Dispatch Clerk / Goods In/Out Coordinator

1.2 Position Summary

The Shipping and Receiving Clerk is responsible for coordinating the receipt of inbound deliveries and dispatch of outbound shipments. This role involves verifying goods against documentation, processing receipts and dispatches in warehouse systems, liaising with carriers and ensuring accurate and timely movement of products. The position requires strong organisational skills, attention to detail and ability to manage multiple priorities in a fast-paced environment.

The Shipping and Receiving Clerk acts as the key interface between warehouse operations, transport carriers, suppliers and customers. They ensure all documentation is complete and accurate, goods are handled correctly and any issues are resolved promptly to maintain smooth supply chain operations.

1.3 Reporting Structure

This position reports to:

- Warehouse Supervisor / Dispatch Supervisor
- Logistics Manager
- Operations 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 Receiving Deliveries

- Receive inbound deliveries from suppliers and transport carriers
- Check delivery documentation including purchase orders, delivery dockets and consignment notes
- Verify quantities received against paperwork and purchase orders
- Inspect goods for damage, quality issues or discrepancies
- Sign and date delivery documentation confirming receipt
- Reject or quarantine damaged, incorrect or incomplete deliveries
- Coordinate with forklift operators for unloading trucks

- Process receipts in warehouse management system promptly and accurately

2.2 Verifying Shipments

- Check outbound orders are complete and accurate before dispatch
- Verify picked orders against pick lists and customer orders
- Ensure correct quantities, products and packaging
- Inspect cartons for proper sealing and labelling
- Confirm shipping addresses and delivery requirements
- Check special handling instructions are followed
- Verify dangerous goods are properly declared and packaged if applicable
- Conduct final quality checks before loading onto trucks

2.3 Documentation Management

- Prepare and process shipping documentation including consignment notes and manifests
- Generate delivery dockets, invoices and packing slips
- Complete proof of delivery paperwork
- Maintain accurate records of receipts, dispatches and returns
- File documentation systematically for easy retrieval
- Ensure compliance with transport and logistics regulations
- Prepare customs documentation for international shipments if required
- Archive documentation according to company and legal requirements

2.4 Dispatch Coordination

- Coordinate daily dispatch schedules with warehouse and transport teams
- Book freight and arrange collection with carriers
- Prioritise urgent and time-sensitive shipments
- Consolidate orders for efficient loading and transport
- Supervise loading of trucks ensuring correct orders and safe loading
- Coordinate with drivers regarding delivery requirements
- Update dispatch status in warehouse systems
- Communicate dispatch information to customers and internal teams

2.5 Returns Handling

- Process customer returns and supplier returns
- Verify returned goods against return authorisations
- Inspect returned items for damage or defects
- Process returns in warehouse management system
- Coordinate restocking of returned goods or quarantine if faulty

- Arrange return shipments to suppliers when required
- Document reasons for returns and report trends
- Liaise with customer service regarding return resolutions

2.6 Carrier Coordination

- Build and maintain relationships with transport carriers
- Coordinate collection and delivery schedules
- Communicate with drivers regarding access, loading and requirements
- Resolve carrier issues such as delays, missed collections or damaged goods
- Track shipments and provide updates when required
- Investigate and report carrier performance issues
- Process proof of delivery documentation
- Escalate carrier issues to logistics management when necessary

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

High level of accuracy in verifying goods, quantities and documentation. Thoroughness in checking product details, addresses and shipping requirements. Ability to spot errors, damage or discrepancies. Careful record-keeping and documentation practices.

Computer Literacy

Proficiency in warehouse management systems for processing receipts and dispatches. Competent data entry with accuracy and speed. Ability to use Microsoft Office applications. Experience with RF scanners and label printing systems. Comfortable learning new software quickly.

Physical Fitness

Physical capability to move around warehouse and loading dock areas throughout shifts. Ability to lift and move items for inspection purposes. Stamina for standing and walking for extended periods. Comfortable working in outdoor loading areas in various weather conditions.

Communication Skills

Clear verbal and written communication in English. Professional interaction with carriers, drivers, suppliers and internal teams. Ability to explain issues and requirements clearly. Effective coordination and liaison skills.

3.2 Personal Attributes

- Organised and methodical approach to work
- Calm under pressure during busy dispatch periods
- Reliable and punctual with consistent attendance
- Proactive problem-solver who takes initiative
- Team player who supports warehouse operations

- Professional demeanour with internal and external stakeholders
- Flexible and adaptable to changing priorities
- Strong numeracy skills for checking quantities
- Safety-conscious mindset around loading docks and vehicles

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Proficiency in English language (written and verbal)
- Computer literacy and data entry skills
- Physical fitness for warehouse environment
- Attention to detail and accuracy

4.2 Desirable Qualifications

- Certificate II or III in Warehousing Operations or Logistics
- Previous shipping, receiving or warehouse experience
- Experience with warehouse management systems
- Forklift licence (to assist with operations when needed)
- Knowledge of dangerous goods handling if applicable
- Experience with freight booking and transport coordination
- Understanding of customs and import/export procedures

4.3 Experience

Previous experience in shipping, receiving, dispatch or warehouse coordination is highly valued. Entry-level candidates with retail, customer service or administrative backgrounds may be considered if they demonstrate strong organisational skills and willingness to learn. Experience working in fast-paced environments with multiple priorities is advantageous.

5. Working Conditions

5.1 Hours of Work

- Typically business hours (Monday to Friday) aligned with carrier schedules
- Early starts may be required for morning dispatch schedules
- May include occasional weekend work during peak periods
- Standard 38-hour work week for full-time positions
- Overtime during busy periods or end of month dispatch
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Walking and standing for extended periods throughout shifts
- Moving between office, warehouse and loading dock areas frequently
- Occasional lifting of items for inspection (up to 15-20kg)
- Climbing in and out of trucks to verify loads
- Working outdoors at loading docks in various weather conditions
- Repetitive computer work for documentation and system processing

5.3 Work Environment

- Combination of office, warehouse and loading dock environments
- Exposure to warehouse noise and activity
- Work around trucks, forklifts and mobile equipment
- Indoor and outdoor work areas
- Fast-paced environment with time-sensitive deadlines
- Interaction with diverse stakeholders including drivers, suppliers and staff

5.4 Safety Equipment

- High visibility vest or clothing (provided)
- Steel-capped safety boots (required)
- Hard hat when required in loading areas
- Hearing protection in designated areas
- Safety glasses when inspecting certain goods
- Weather-appropriate clothing for outdoor work

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 different awards depending on the industry and business activities.

6.2 Classification Level

Shipping and Receiving Clerks are generally classified at Level 2 or Level 3 under the award:

- Level 2: Clerks performing basic shipping and receiving duties with some supervision
- Level 3: Experienced clerks working independently with responsibility for coordination
- Level 4: Senior clerks with additional responsibilities such as carrier management or training

The specific classification level will be determined based on the duties performed, independence of work 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
- Early morning starts: May attract allowances depending on start time

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 Quality

- Verify all goods, quantities and documentation thoroughly
- Process receipts and dispatches accurately in systems
- Check for errors or discrepancies before finalising transactions
- Ensure documentation is complete and correct
- Report issues or concerns immediately
- Take responsibility for quality of work output

7.2 Communication and Coordination

- Communicate clearly with carriers, drivers and suppliers
- Liaise effectively with warehouse team regarding priorities
- Provide timely updates on receipt and dispatch status
- Escalate issues and concerns appropriately
- Maintain professional relationships with all stakeholders
- Document conversations and agreements clearly

7.3 Efficiency and Organisation

- Prioritise tasks based on urgency and deadlines
- Manage multiple receipts and dispatches simultaneously
- Maintain organised documentation and filing systems
- Meet dispatch cutoff times and carrier schedules
- Work efficiently during peak periods without compromising accuracy
- Identify opportunities to improve processes

7.4 Safety and Professionalism

- Follow workplace health and safety procedures at all times
- Wear required personal protective equipment
- Be aware of forklifts, trucks and mobile equipment in work areas
- Arrive on time and ready to work for rostered shifts
- Notify supervisor of absence or lateness as early as possible
- Support warehouse operations and assist colleagues when needed

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting relevant experience
- Cover letter outlining suitability for the role
- Copies of relevant qualifications or certificates
- Contact details for two professional referees
- Details of forklift licence or other relevant tickets if held

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone screening interview
- Face-to-face interview with warehouse management
- Computer and data entry skills assessment
- Reference checks with previous employers
- Workplace tour and meet the team
- Pre-employment medical if applicable

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: ____ / ____ / ____