

Stock Control Assistant 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

Stock Control Assistant / Inventory Control Assistant / Stock Controller

1.2 Position Summary

The Stock Control Assistant is responsible for maintaining accurate inventory records, conducting stock counts, investigating variances and supporting inventory management processes. This role ensures stock accuracy through systematic monitoring, cycle counting and coordination with warehouse operations.

The position requires strong numerical skills, attention to detail and the ability to work with warehouse management systems to maintain inventory integrity and support efficient warehouse operations.

1.3 Reporting Structure

This position reports to:

- Inventory Manager / Stock Controller
- Warehouse Manager
- Operations Manager

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (minimum 20-30 hours per week)
- Permanent role with standard warehouse hours

2. Key Responsibilities

2.1 Stock Monitoring

- Monitor stock levels and inventory movements daily
- Review system reports for inventory discrepancies and anomalies
- Track slow-moving, obsolete or excess stock
- Monitor expiry dates for time-sensitive products
- Alert management to low stock levels or potential shortages
- Verify stock receipts and dispatch records for accuracy
- Maintain awareness of stock locations and movements

2.2 Cycle Counting

- Conduct regular cycle counts according to schedule
- Physically count stock and verify against system records

- Use handheld scanners and warehouse management systems (WMS)
- Record count results accurately and promptly
- Identify and flag discrepancies for investigation
- Recount items where variances are identified
- Maintain cycle count documentation and records

2.3 Variance Investigation

- Investigate inventory variances and discrepancies
- Review transaction history to identify causes of variances
- Liaise with warehouse staff to resolve discrepancies
- Verify physical location and condition of stock items
- Document findings and corrective actions taken
- Recommend process improvements to prevent future variances
- Escalate significant or unresolved variances to management

2.4 Replenishment Coordination

- Coordinate stock replenishment for picking locations
- Generate and action replenishment orders in WMS
- Ensure adequate stock availability for order fulfilment
- Communicate replenishment priorities to warehouse staff
- Monitor picking location capacity and organization
- Support efficient warehouse layout and slotting

2.5 Reporting

- Prepare daily, weekly and monthly inventory reports
- Report on stock accuracy rates and variance trends
- Generate cycle count completion and exception reports
- Provide stock availability reports for planning purposes
- Document damaged, obsolete or unsaleable stock
- Support end-of-month and financial year stock take reporting
- Maintain accurate records and documentation

2.6 System Updates

- Update inventory records in warehouse management system
- Process inventory adjustments following investigations
- Maintain accurate item master data (locations, quantities)
- Record stock write-offs and adjustments with authorization
- Update stock locations after movements or reorganization

- Ensure system data reflects physical inventory accurately
- Flag and correct data quality issues

2.7 Collaboration and Support

- Liaise with receiving, picking and dispatch teams on inventory matters
- Support annual stock takes and physical inventory counts
- Assist with training warehouse staff on inventory procedures
- Participate in continuous improvement initiatives
- Coordinate with purchasing on stock ordering and deliveries
- Support audits and inventory compliance requirements

3. Required Skills and Attributes

3.1 Essential Skills

Numeracy

Strong mathematical and numerical skills for counting and calculations. Ability to work with quantities, percentages and variances. Competence in analyzing numerical data and identifying trends. Accuracy in recording and verifying numbers.

Attention to Detail

Meticulous accuracy in counting and recording stock. Ability to identify discrepancies and inconsistencies. Careful verification of data and inventory records. Thorough approach to investigation and problem resolution.

Computer Literacy

Proficient use of warehouse management systems (WMS) and inventory software. Competent with Microsoft Excel for reporting and analysis. Ability to use handheld scanners and mobile devices. Understanding of database concepts.

Analytical Thinking

Ability to analyze data and identify root causes of variances. Logical approach to problem-solving and investigation. Understanding of inventory principles and stock movements. Identifying patterns and trends in inventory data.

Communication

Clear verbal and written communication skills. Ability to explain variances and findings to management. Effective liaison with warehouse staff and other departments. Professional reporting capabilities.

Organisation

Systematic approach to counting and record-keeping. Ability to manage multiple counting schedules and priorities. Planning skills for cycle count programs. Maintaining organized documentation and files.

3.2 Personal Attributes

- Methodical and systematic approach
- Patient and persistent

- Integrity and honesty
- Reliable and punctual
- Independent worker
- Team player when collaborating
- Curiosity to understand root causes
- Commitment to accuracy and quality

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Strong numerical and mathematical skills
- Computer literacy including Excel and database systems
- Attention to detail and accuracy
- Physical capability for warehouse work (standing, walking, counting)

4.2 Desirable Qualifications

- Previous stock control or inventory management experience
- Experience with warehouse management systems (WMS)
- Certificate III in Warehousing Operations
- Certificate IV in Logistics or Supply Chain Management
- Understanding of inventory control principles and methods
- Forklift licence (if accessing bulk storage areas)

4.3 Experience

Previous experience in stock control, inventory management or warehouse operations is highly desirable. Experience with cycle counting, stock takes and variance investigation is valuable. Candidates with strong numerical skills and systematic approaches will be considered even without direct inventory experience.

5. Working Conditions

5.1 Hours of Work

- Monday to Friday, standard warehouse hours
- Full-time or part-time positions available
- May require early starts or extended hours during stock takes
- Occasional weekend work for major inventory counts
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking throughout the warehouse for extended periods
- Climbing ladders or accessing elevated storage locations
- Bending, reaching and crouching to count stock
- Manual handling of items to verify or recount stock
- Use of handheld scanners and mobile counting devices
- Working at computer workstation for data entry and reporting

5.3 Work Environment

- Warehouse environment with varying temperatures
- Mix of office work and warehouse floor activities
- Exposure to warehouse noise and operations
- Working independently for extended periods
- Interaction with warehouse staff and management
- May work in refrigerated or temperature-controlled areas

5.4 Uniform and Safety Equipment

- High-visibility clothing required in warehouse areas
- Safety footwear (steel-capped boots) required
- Personal protective equipment as required for specific areas
- 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

Stock Control Assistants are generally classified at Level 2 or Level 3 under the award, depending on the scope of responsibilities, level of autonomy and experience required.

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for:

- Weekend work (Saturday and Sunday)

- Public holiday work
- Overtime beyond standard hours
- Work outside standard business hours

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

7. Expected Behaviours

7.1 Professional Conduct

- Maintain professional and ethical behaviour at all times
- Demonstrate integrity and honesty in all inventory activities
- Maintain confidentiality regarding inventory data and variances
- Follow all company policies and procedures
- Arrive on time and maintain reliable attendance
- Notify management of absence or lateness as soon as possible

7.2 Accuracy and Quality

- Maintain exceptional accuracy in counting and recording
- Verify data carefully before finalizing entries
- Take time to ensure correct results rather than rushing
- Report discrepancies honestly and promptly
- Take pride in maintaining inventory integrity
- Follow established counting and verification procedures

7.3 Investigation and Problem-Solving

- Investigate variances thoroughly and systematically
- Seek to understand root causes rather than just correcting numbers
- Collaborate with warehouse staff to resolve discrepancies
- Document findings and actions taken comprehensively
- Suggest improvements to prevent future variances
- Escalate significant issues appropriately

7.4 Collaboration and Communication

- Work cooperatively with warehouse and office staff
- Communicate findings clearly and professionally
- Respond to queries and requests promptly
- Share knowledge and support colleagues
- Participate constructively in meetings and discussions

- Maintain positive working relationships

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining relevant experience
- Cover letter addressing your numerical skills and attention to detail
- Copies of relevant qualifications or certificates
- 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
- Skills assessment (numeracy test, computer skills evaluation)
- Reference checks

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: ____ / ____ / ____