

Stock Replenisher 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, store 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

Stock Replenisher / Night Filler / Shelf Stacker / Store Replenishment Assistant

1.2 Position Summary

A stock replenisher is responsible for maintaining product availability on shop floors by restocking shelves, rotating stock using FIFO principles and ensuring products are correctly placed according to planograms. The role is essential to retail operations and typically involves early morning or overnight shifts.

The position requires physical fitness, attention to detail, ability to work efficiently and commitment to maintaining store presentation standards and stock freshness. Stock replenishers work outside normal trading hours to ensure stores are fully stocked and ready for customers.

1.3 Reporting Structure

This position reports to:

- Store Manager / Assistant Manager
- Night Shift Supervisor / Team Leader
- Stock Manager / Replenishment Manager

1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Shelf Replenishment

- Restocking shelves from stock rooms and delivery areas
- Ensuring adequate stock levels and filling gaps on shelves
- Maintaining full product availability across all categories
- Unpacking and processing stock deliveries
- Breaking down cardboard boxes and disposing of packaging
- Using trolleys, pallet jacks and stock cages efficiently
- Prioritising high-demand items and promotional products

2.2 Stock Rotation (FIFO)

- Rotating stock using First In First Out principles

- Moving older stock forward and placing new stock behind
- Ensuring freshness and minimising wastage
- Understanding and applying FIFO to all product categories
- Checking stock condition and reporting damaged items

2.3 Expiry Date Checking

- Checking use-by and best-before dates during replenishment
- Removing expired or near-expired products from shelves
- Reporting wastage and expired stock to supervisors
- Following store procedures for handling short-dated products
- Maintaining vigilance with perishable and refrigerated items

2.4 Planogram Compliance

- Following planograms and shelf layouts accurately
- Maintaining correct product placement and facings
- Ensuring pricing accuracy and correct price tickets
- Implementing new planograms and shelf resets
- Maintaining merchandising standards and shelf presentation
- Reporting planogram issues or missing products

2.5 Pick List Processing

- Working from pick lists and stock replenishment reports
- Prioritising urgent items and high-priority stock
- Processing stock efficiently to meet productivity targets
- Identifying and reporting discrepancies between pick lists and actual stock
- Using handheld scanners or stock management devices

2.6 Store Presentation

- Maintaining neat and faced shelves throughout the shift
- Cleaning shelf edges and removing dust or spillages
- Ensuring price tickets are correct and legible
- Preparing store for trading by ensuring full availability
- Reporting maintenance issues or damaged fixtures
- Maintaining high standards of store cleanliness and presentation

3. Required Skills and Attributes

3.1 Essential Skills

Physical Fitness

Ability to lift boxes weighing 15-20kg repeatedly. Capability to reach high shelves, bend and kneel repeatedly. Physical stamina to stand and walk for entire shifts. Manual handling skills and safe lifting techniques.

Attention to Detail

Careful checking of expiry dates and stock condition. Accurate stock placement following planograms. Vigilance with pricing and product information. Ability to identify and correct errors.

Speed and Efficiency

Working at a good pace to process high volumes of stock. Meeting productivity targets and time expectations. Efficient use of equipment and work methods. Ability to prioritise tasks effectively.

Following Procedures

Understanding and applying FIFO rotation consistently. Reading and following planograms accurately. Following pick lists and replenishment schedules. Adhering to store policies and procedures.

3.2 Personal Attributes

- Reliability and punctuality, especially for early morning or overnight shifts
- Ability to work independently with minimal supervision
- Strong work ethic and commitment to completing tasks
- Flexibility to work varied shifts and meet business demands
- Physical stamina and resilience for demanding work
- Ability to work as part of a team during shift changeovers
- Positive attitude and willingness to assist where needed
- Basic literacy and numeracy skills
- Good time management skills

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical fitness and ability to perform manual handling tasks
- Ability to work early morning shifts (4am-12pm) or overnight shifts (10pm-6am)
- Reliable transportation to and from work during non-standard hours

4.2 Desirable Qualifications

- Basic literacy and numeracy skills
- Previous retail or warehouse experience
- Forklift licence (LF or LO class)
- Manual handling certificate

- Experience with handheld scanners or stock management systems
- Certificate II in Warehousing Operations or Retail

4.3 Experience

Previous stock replenishment or warehouse experience is preferred but not essential. Training will be provided to suitable candidates who demonstrate physical capability, reliability and willingness to learn. Experience with FIFO rotation, planogram reading or retail stock management is highly valued.

5. Working Conditions

5.1 Hours of Work

- Early morning shifts (4am-12pm) or overnight shifts (10pm-6am) are common
- Working outside normal trading hours when store is closed or quiet
- Shift lengths typically range from 4 to 8 hours
- May include weekend and public holiday shifts
- Roster provided in advance as per award requirements
- Flexibility required to meet stock delivery and replenishment schedules

5.2 Physical Requirements

- Lifting boxes up to 15-20kg repeatedly throughout shift
- Standing and walking for entire shift duration
- Bending, kneeling and reaching high shelves frequently
- Using ladders and step stools to access high shelving
- Pushing and pulling stock trolleys and pallet jacks
- Working at a fast pace with productivity expectations
- Manual dexterity for handling products carefully

5.3 Work Environment

- Indoor retail store environment
- May work in cold room or refrigerated sections
- Working in aisles with stock cages and equipment
- Fast-paced environment with time pressures
- Limited interaction with customers (working outside trading hours)
- Team environment with other stock replenishment staff
- Exposure to cleaning products and packaging materials

5.4 Uniform and Safety Equipment

- Uniform or dress code as specified by the store (typically provided)
- Closed-toe, non-slip safety footwear required (steel cap may be required)

- High-visibility vest may be required during certain shifts
- Personal protective equipment (PPE) as required for specific tasks
- Neat and tidy personal appearance required

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 employees in retail stores, supermarkets and similar businesses. Some businesses may have enterprise agreements with different terms and conditions.

6.2 Classification Level

Stock replenishers typically fall under these classification levels:

- Level 1: Introductory level for new stock replenishers performing basic shelf stacking under direct supervision
- Level 2: Competent stock replenishers working independently with knowledge of FIFO, planograms and store procedures
- Level 3: Experienced replenishers with additional responsibilities such as training others or coordinating stock areas

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

6.3 Penalty Rates and Allowances

Employees are entitled to significant penalty rates for work performed:

- Night shift work: Typically 130% or higher depending on hours worked (10pm-7am)
- Early morning work: Enhanced rates apply for shifts starting before 7am
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies

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

7. Expected Behaviours

7.1 Professional Conduct

- Treat all colleagues, supervisors and managers with respect and courtesy
- Maintain confidentiality regarding business and stock information

- Follow all store policies, procedures and safety requirements
- Represent the store positively at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible

7.2 Work Standards

- Maintain high standards of stock presentation and accuracy
- Apply FIFO rotation consistently and correctly
- Follow planograms accurately and maintain merchandising standards
- Meet productivity targets and time expectations
- Complete assigned tasks and work areas thoroughly
- Take pride in store presentation and product availability

7.3 Quality and Accuracy

- Check expiry dates carefully during all replenishment activities
- Ensure correct product placement and pricing accuracy
- Handle products with care to avoid damage
- Report discrepancies, errors or issues promptly
- Maintain attention to detail throughout shift

7.4 Safety and Compliance

- Follow all workplace health and safety procedures
- Use safe manual handling techniques when lifting
- Wear required personal protective equipment (PPE)
- Report hazards, incidents and near misses immediately
- Keep aisles and work areas clear and safe
- Follow food safety requirements when handling perishable products

7.5 Teamwork Expectations

- Support colleagues and work cooperatively as part of the team
- Communicate clearly with supervisors and team members
- Share workload fairly and assist where needed
- Participate positively in team briefings and meetings
- Accept feedback constructively and apply improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter outlining relevant experience and availability
- Copies of relevant certificates (forklift licence, manual handling, etc.)
- Contact details for two referees
- Confirmation of ability to work required shift patterns

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview at the store
- Physical assessment or paid trial shift to assess capability
- Reference checks
- Pre-employment checks as 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: ____ / ____ / ____