

Storeperson Job Description

A comprehensive job description template
for Australian warehouse and storage 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 warehousing industry practices at the time of publication. You should review and tailor this template to suit your business, operation 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

Storeperson / Storehand / Warehouse Operator / Storeman

1.2 Position Summary

The Storeperson is responsible for receiving, storing, picking and dispatching goods in a warehouse or storage facility. This role involves operating material handling equipment, maintaining accurate stock records, ensuring proper storage of goods and supporting efficient warehouse operations.

The position requires physical fitness, attention to detail, basic numeracy skills and a commitment to safety and accuracy in all warehouse activities.

1.3 Reporting Structure

This position reports to:

- Warehouse Supervisor / Warehouse Manager
- Operations Manager
- Shift Supervisor (during operations)

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 Receiving Goods

- Unload incoming deliveries from trucks and containers
- Check goods against purchase orders and delivery notes
- Inspect goods for damage or defects upon receipt
- Count and verify quantities received
- Record receipts in warehouse management system
- Report discrepancies, damages or shortages
- Label goods with location codes or batch numbers

2.2 Stock Storage and Organization

- Store goods in appropriate locations according to warehouse system
- Follow FIFO (first in, first out) rotation principles

- Stack and store items safely to prevent damage
- Organize stock by category, size or SKU as required
- Maintain clear aisles and access to all stock
- Ensure correct labeling of storage locations
- Store hazardous goods according to regulations

2.3 Order Picking and Assembly

- Pick items from stock according to pick lists or orders
- Check product codes and quantities for accuracy
- Assemble orders ready for packing or dispatch
- Use warehouse management system or RF scanners
- Meet pick rate and accuracy targets
- Prepare special orders or customer requirements
- Report out-of-stock items or picking issues

2.4 Stock Control and Inventory

- Conduct regular stock counts and cycle counts
- Investigate and report stock discrepancies
- Maintain accurate stock records in computer systems
- Monitor stock levels and advise when reordering needed
- Participate in annual stocktakes
- Report slow-moving, damaged or expired stock
- Reconcile physical stock with system records

2.5 Dispatch and Shipping

- Prepare goods for dispatch according to delivery schedules
- Pack and wrap items for safe transport
- Load delivery vehicles and trucks
- Check outgoing shipments against dispatch documentation
- Prepare shipping labels and consignment notes
- Ensure correct goods are loaded for each delivery
- Complete dispatch paperwork accurately

2.6 Equipment Operation

- Operate forklifts, order pickers and pallet jacks safely
- Perform pre-start equipment checks
- Report equipment faults or maintenance needs
- Keep equipment clean and in good working order

- Follow proper charging procedures for electric equipment
- Use equipment in designated areas only

2.7 Housekeeping and Safety

- Keep warehouse areas clean, tidy and organized
- Maintain clear walkways and emergency exits
- Remove rubbish, packaging and pallets regularly
- Follow all workplace health and safety procedures
- Wear required personal protective equipment (PPE)
- Report hazards, spills and safety issues immediately
- Participate in safety meetings and training

3. Required Skills and Attributes

3.1 Essential Skills

Physical Fitness

Capacity to lift, carry and move stock items regularly. Ability to perform physical work throughout shifts. Stamina for repetitive handling, picking and packing activities.

Attention to Detail

Accuracy in picking orders and checking quantities. Careful recording of stock movements. Ability to identify product codes and specifications correctly.

Basic Numeracy

Ability to count accurately and check quantities. Understanding of stock levels and inventory. Basic mathematical skills for stock control.

Reliability

Consistent attendance and punctuality. Dependability in completing assigned tasks. Commitment to meeting warehouse targets and schedules.

3.2 Personal Attributes

- Strong work ethic and positive attitude
- Ability to work independently and as part of a team
- Good organizational skills
- Flexibility to work varied shifts
- Safety-conscious approach to all tasks
- Willingness to learn and follow procedures
- Ability to follow instructions accurately
- Good communication skills with supervisors and colleagues
- Initiative to identify and report problems

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical fitness to lift and carry items up to 20-25kg regularly
- Ability to work flexible hours including early mornings and weekends
- Basic English literacy and numeracy

4.2 Desirable Qualifications

- Forklift licence (LF) - essential or highly desirable for most positions
- Order picker or reach truck licence (LO)
- Previous warehouse or storeperson experience
- Experience with warehouse management systems (WMS)
- RF scanner or handheld device experience
- First aid certificate
- Certificate II or III in Warehousing Operations

4.3 Experience

Previous warehouse, storeperson or logistics experience is beneficial but not essential for entry-level positions. Training in warehouse procedures, equipment operation and computer systems will be provided. The ideal candidate will demonstrate physical capability, attention to detail and reliability.

5. Working Conditions

5.1 Hours of Work

- Shift work including day, afternoon and night shifts
- Early morning starts (from 5:00am-7:00am for some shifts)
- Regular work on weekends and public holidays
- Overtime during peak periods or stocktake
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Regular lifting, carrying and moving of items weighing 15-25kg
- Occasional handling of heavier items (up to 40kg) using team lifting
- Extended periods of standing, walking and bending
- Repetitive manual handling throughout shifts
- Working at heights on forklifts or order pickers
- Manual dexterity for equipment operation and picking

5.3 Work Environment

- Indoor warehouse environment
- Exposure to loading dock areas (may include outdoor exposure)
- Working in varying temperatures (may be cold storage areas)
- Exposure to dust, noise and equipment activity
- Fast-paced environment during busy periods
- Team-based work environment

5.4 Safety Equipment

- Steel-capped safety boots required (may be provided)
- High-visibility vest or uniform provided
- Personal protective equipment (gloves, hard hat, ear protection) provided
- Safety glasses for certain tasks
- Company uniform must be worn

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Storage Services and Wholesale Award 2020 (MA000084). This award sets minimum pay rates, penalty rates, allowances and conditions for employees in warehouse, storage and wholesale operations.

6.2 Classification Level

Storepersons are generally classified under the award as:

- Level 1: Entry level storeperson performing basic duties
- Level 2: Experienced storeperson with forklift or system skills
- Level 3: Senior storeperson with additional responsibilities or specialized skills

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Afternoon shift: Penalty rate applies
- Night shift: Higher penalty rate applies
- Saturday: Premium rates apply
- Sunday: Premium rates apply
- Public holidays: Premium penalty rates apply

- Overtime: Penalty rates for work beyond ordinary hours

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 Professional Conduct

- Treat all colleagues, supervisors and visitors with respect and courtesy
- Follow all company policies and procedures
- Maintain confidentiality regarding business information
- Arrive on time for scheduled shifts, ready to work
- Notify supervisor of absence or lateness as soon as possible
- Maintain professional conduct at all times

7.2 Work Standards

- Maintain accuracy in all picking, packing and storage tasks
- Handle all stock items with care to prevent damage
- Meet productivity and accuracy targets
- Keep work areas clean and organized
- Complete tasks within agreed timeframes
- Follow proper procedures for all warehouse activities

7.3 Safety and Compliance

- Always prioritize safety over speed
- Follow proper manual handling and lifting techniques
- Wear required PPE at all times
- Report all hazards, incidents and near misses immediately
- Operate equipment only when licensed and authorized
- Participate actively in safety training and meetings

7.4 Teamwork Expectations

- Work cooperatively with warehouse team members
- Communicate clearly about stock issues or problems
- Support team members during busy periods
- Share equipment and resources fairly
- Accept feedback constructively and apply improvements
- Maintain a positive attitude during challenging shifts

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 forklift licence and other relevant certificates
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and warehouse tour
- Physical capability assessment
- Forklift skills assessment (if applicable)
- Reference checks
- Pre-employment medical assessment may be 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: ____ / ____ / ____