

Warehouse Administrator 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

Warehouse Administrator / Logistics Administrator / Warehouse Coordinator

1.2 Position Summary

The Warehouse Administrator is responsible for providing administrative support to warehouse operations, including data entry, documentation, reporting and communication coordination. This role ensures accurate record-keeping, supports operational efficiency and assists with compliance and scheduling activities.

The position requires strong computer skills, attention to detail and the ability to work collaboratively with warehouse staff, management and external stakeholders to maintain smooth operational workflows.

1.3 Reporting Structure

This position reports to:

- Warehouse Manager / Operations Manager
- Distribution Centre Manager
- Logistics Manager

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (minimum 20-30 hours per week)
- Monday to Friday, standard business hours

2. Key Responsibilities

2.1 Data Entry

- Enter warehouse transactions into computer systems accurately
- Update inventory records and stock movements in warehouse management system (WMS)
- Process goods receipt and dispatch documentation
- Maintain accurate customer and supplier information in databases
- Verify data accuracy and investigate discrepancies
- Generate picking lists, packing slips and delivery documentation
- Update order status and tracking information

2.2 Documentation

- Prepare and process shipping documentation and consignment notes
- Create and maintain filing systems for warehouse records

- Process invoices, purchase orders and delivery dockets
- Prepare compliance documentation and safety records
- Maintain accurate records of stock movements and transactions
- Archive documents according to company retention policies
- Ensure documentation complies with regulatory requirements

2.3 Reporting

- Generate daily, weekly and monthly operational reports
- Prepare inventory reports and stock level summaries
- Compile key performance indicator (KPI) data for management
- Create exception reports for errors, delays or issues
- Assist with stock take reporting and variance analysis
- Produce dispatch and receiving statistics
- Support management reporting requirements

2.4 Scheduling Support

- Coordinate inbound and outbound delivery schedules
- Schedule appointments for truck arrivals and departures
- Communicate schedule changes to relevant parties
- Assist with staff roster administration and timekeeping
- Coordinate stock takes and inventory counting schedules
- Support planning of warehouse activities and resource allocation

2.5 Compliance Records

- Maintain workplace health and safety documentation
- Record incident reports and accident registers
- Track equipment maintenance schedules and certifications
- Maintain training records and licence expiry dates
- Support compliance audits and inspections
- Ensure documentation meets regulatory and quality standards
- Process and file quality control documentation

2.6 Communication Coordination

- Liaise with customers regarding orders, deliveries and queries
- Communicate with suppliers and transport providers
- Coordinate with other departments (sales, purchasing, accounts)
- Respond to internal and external inquiries professionally
- Distribute operational information to warehouse staff

- Handle phone calls and emails efficiently
- Escalate issues to management as appropriate

2.7 General Administrative Support

- Provide general clerical support to warehouse operations
- Order office supplies and warehouse consumables
- Assist with recruitment administration and onboarding
- Coordinate meetings and maintain calendars
- Support continuous improvement projects
- Perform other administrative tasks as required

3. Required Skills and Attributes

3.1 Essential Skills

Computer Literacy

Proficient use of Microsoft Office (Word, Excel, Outlook). Ability to learn warehouse management systems (WMS) and enterprise software. Fast and accurate keyboard and data entry skills. Comfortable with technology and digital systems.

Attention to Detail

High level of accuracy in data entry and documentation. Ability to identify errors and inconsistencies. Careful verification of information and records. Thorough approach to record-keeping.

Organisational Skills

Ability to manage multiple tasks and priorities simultaneously. Systematic approach to filing and record management. Planning and coordination capabilities. Meeting deadlines consistently.

Communication

Clear written and verbal communication skills. Professional telephone manner. Ability to liaise effectively with diverse stakeholders. Good listening skills and customer service orientation.

Time Management

Ability to prioritize tasks effectively. Working efficiently to meet operational deadlines. Managing interruptions while maintaining productivity. Self-motivated and proactive approach.

Numeracy

Competent mathematical skills for processing quantities and calculations. Understanding of inventory concepts and stock movements. Ability to prepare and interpret reports with numerical data.

3.2 Personal Attributes

- Reliable and punctual
- Professional and mature attitude
- Adaptable and flexible approach
- Team player with collaborative mindset

- Positive and solution-focused
- Confidentiality and discretion
- Willingness to learn new systems
- Customer service focus

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Competent computer skills including Microsoft Office applications
- Strong written and verbal communication skills
- Previous administrative experience (minimum 1-2 years)

4.2 Desirable Qualifications

- Certificate III or IV in Business Administration
- Experience with warehouse management systems (WMS)
- Previous experience in warehouse, logistics or supply chain environment
- Understanding of inventory management principles
- Certificate III in Warehousing Operations (advantageous)
- Experience with reporting and data analysis

4.3 Experience

Candidates should have demonstrated administrative experience, preferably in a warehouse, logistics or supply chain environment. Experience with data entry, documentation and reporting is essential. Familiarity with warehouse operations and logistics processes is highly desirable.

5. Working Conditions

5.1 Hours of Work

- Monday to Friday, standard business hours (typically 8:00am-5:00pm)
- Full-time or part-time positions available
- Occasional extended hours during peak periods or stocktakes
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Primarily sedentary office-based work
- Extended periods working at computer workstations
- Occasional movement around warehouse to liaise with staff
- Lifting of files, documents or office supplies as required

- Repetitive keyboard and mouse use

5.3 Work Environment

- Office environment within or adjacent to warehouse operations
- May experience warehouse noise and temperature variations
- Air-conditioned office space with ergonomic workstation
- Interaction with warehouse staff, management and external contacts
- Fast-paced environment during busy operational periods

5.4 Dress Code

- Business casual or warehouse-appropriate office attire
- Closed-toe footwear required if accessing warehouse floor
- High-visibility clothing may be required in operational 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. Some administrative roles may be covered by the Clerks Private Sector Award depending on the specific duties and business structure.

6.2 Classification Level

Warehouse Administrators are generally classified at Level 2 or Level 3 under the relevant award, depending on the complexity of duties, level of autonomy and experience required.

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

6.3 Penalty Rates and Allowances

Employees working standard Monday to Friday business hours typically receive ordinary rates of pay. Additional rates may apply for:

- Work outside standard business hours
- Weekend work (if required)
- Public holiday work (if required)
- Overtime beyond standard hours

Refer to the Storage Services and Wholesale Award or Clerks Private Sector Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain professional and courteous behaviour at all times
- Treat all colleagues, customers and suppliers with respect
- Maintain strict confidentiality regarding business information
- 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 Quality and Accuracy

- Maintain high standards of accuracy in all work
- Verify information and check work before finalizing
- Report errors or discrepancies promptly
- Take pride in producing quality documentation and reports
- Follow established procedures and standards
- Seek clarification when uncertain

7.3 Customer Service

- Provide professional and helpful service to internal and external customers
- Respond to inquiries promptly and courteously
- Follow up on queries and issues to resolution
- Communicate clearly and professionally in all interactions
- Represent the company positively

7.4 Teamwork and Initiative

- Work collaboratively with warehouse and office staff
- Support colleagues and share knowledge
- Show initiative in identifying and resolving issues
- Suggest improvements to processes and systems
- Adapt positively to changing priorities
- Participate constructively in meetings and discussions

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining administrative experience
- Cover letter addressing your suitability and relevant skills
- 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 office
- Skills assessment (typing 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: ____ / ____ / ____