

Warehouse Picker Packer 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.

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1. Position Overview

1.1 Position Title

Warehouse Picker Packer / Order Picker / Warehouse Operator

1.2 Position Summary

The Warehouse Picker Packer is responsible for accurately selecting products from warehouse locations, packing orders to required standards and preparing goods for dispatch. This role is essential to order fulfilment operations and requires attention to detail, physical stamina and ability to work efficiently in a fast-paced environment.

The position involves using scanning technology, following pick lists and maintaining accuracy standards. Pickers and packers must handle goods carefully to prevent damage, meet productivity targets and comply with workplace health and safety requirements.

1.3 Reporting Structure

This position reports to:

- Warehouse Supervisor / Team Leader
- Shift Supervisor
- Operations 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 Order Picking

- Pick orders accurately from warehouse locations using pick lists or RF scanners
- Scan barcodes to confirm correct product selection
- Collect products from various warehouse zones and levels
- Use manual handling equipment including trolleys, pallet jacks and cages
- Check product codes, quantities and descriptions against orders
- Follow pick paths efficiently to maximise productivity
- Handle products carefully to prevent damage during picking
- Report stock discrepancies, damaged goods or location errors immediately

2.2 Packing and Labelling

- Pack orders securely using appropriate packaging materials
- Select correct box sizes and packaging to protect products during transit
- Apply packing materials including bubble wrap, foam and void fill as required
- Seal cartons securely using tape or strapping
- Print and apply correct shipping labels and documentation
- Include invoices, picking slips and other required paperwork in parcels
- Ensure labels are clearly visible and securely attached
- Prepare orders to meet carrier and customer requirements

2.3 Quality Checking

- Verify picked quantities match order requirements
- Check product quality and condition before packing
- Identify and report damaged, expired or faulty products
- Ensure correct products are packed in each order
- Perform final checks before orders are dispatched
- Maintain accuracy rates according to warehouse standards (typically 99%+)
- Report and correct any errors discovered during picking or packing

2.4 Stock Replenishment

- Identify low stock levels in picking locations
- Replenish pick faces from bulk storage areas
- Advise supervisors when stock needs replenishing
- Rotate stock following FIFO (First In First Out) principles
- Maintain tidy and organised pick locations
- Return unused or incorrect stock to proper locations

2.5 Inventory Accuracy

- Scan all items accurately using RF scanners
- Update warehouse management system with stock movements
- Report system errors or scanning issues immediately
- Participate in stocktakes and cycle counting activities
- Investigate and resolve inventory discrepancies when identified
- Maintain accuracy in all transactions and movements

2.6 Workplace Safety and Housekeeping

- Follow all workplace health and safety procedures

- Use correct manual handling techniques to prevent injury
- Wear required personal protective equipment at all times
- Keep work areas clean, tidy and free from hazards
- Dispose of waste and packaging materials correctly
- Report hazards, spills or safety concerns immediately
- Participate in safety training and toolbox meetings

3. Required Skills and Attributes

3.1 Essential Skills

Basic Numeracy and Literacy

Ability to read and understand pick lists, labels and basic instructions. Competency in counting and checking quantities. Capability to complete paperwork and use computer systems at a basic level. Skills in reading product codes and matching items accurately.

Attention to Detail

High level of accuracy in selecting correct products and quantities. Careful verification of product codes and descriptions. Thoroughness in quality checking and order verification. Ability to spot errors and discrepancies.

Physical Fitness

Physical capability to walk, stand and work for full shifts (8-10 hours). Ability to lift and carry items up to 15-20kg. Stamina for repetitive bending, reaching and stretching. Comfortable working at various heights including ladders and elevated platforms.

Fast-Paced Work Ability

Capacity to work efficiently to meet productivity targets. Ability to maintain accuracy while working at pace. Effective time management to complete picking and packing within timeframes. Adaptability to changing priorities and urgent orders.

3.2 Personal Attributes

- Reliable and punctual with consistent attendance
- Self-motivated and able to work independently
- Team player who supports colleagues
- Positive attitude towards repetitive tasks
- Flexible and willing to assist across warehouse operations
- Professional approach to work responsibilities
- Good concentration and focus throughout shifts
- Willingness to learn new skills and systems
- Pride in maintaining high accuracy and quality standards

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Basic English language skills for reading and understanding instructions
- Physical fitness and ability to perform manual handling tasks
- Ability to work flexible hours including overtime when required
- Willingness to work across different shifts if needed

4.2 Desirable Qualifications

- Previous warehouse, picking or packing experience
- Experience using RF scanners or warehouse management systems
- Certificate II in Warehousing Operations or equivalent
- Forklift licence (for progression opportunities)
- Computer literacy and basic data entry skills
- Experience in retail, logistics or distribution

4.3 Experience

Previous warehouse experience is advantageous but not essential. Entry-level positions are available for candidates with the right attitude and physical capability. Training will be provided on warehouse systems, picking methods and packing standards. Candidates with retail or customer service backgrounds often transition well to picking and packing roles.

5. Working Conditions

5.1 Hours of Work

- Shift work including day, afternoon and possibly night shifts
- May include weekend work depending on operation
- Shift lengths typically 8-10 hours
- Overtime may be required during peak periods
- Part-time and casual hours available based on demand
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Walking and standing for extended periods (8-10 hours per shift)
- Lifting and carrying items up to 15-20kg regularly throughout shift
- Repetitive bending, reaching, stretching and squatting
- Pushing and pulling trolleys and picking equipment

- Climbing ladders to access stock at height
- Working at various levels including ground floor and mezzanine areas

5.3 Work Environment

- Warehouse and distribution centre environments
- May work in ambient, temperature-controlled or cold storage areas
- Exposure to dust, cardboard particles and packaging materials
- Noise from equipment, machinery and warehouse activities
- Work areas shared with forklifts and mobile equipment
- Fast-paced environment with productivity expectations

5.4 Safety Equipment

- High visibility vest or clothing (provided)
- Steel-capped safety boots (required)
- Cut-resistant gloves for handling certain products
- Back support belts available if required
- Hearing protection in designated areas
- Safety glasses when handling specific products

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

Warehouse Picker Packers are generally classified at Level 1 or Level 2 under the award:

- Level 1: Entry-level picker packers performing basic duties under supervision
- Level 2: Experienced picker packers working independently with minimal supervision
- Level 3: Senior picker packers with additional responsibilities such as quality checking or training others

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Afternoon shift: Applicable shift loading
- Night shift: Higher shift loading applies
- Saturday and Sunday: Premium rates apply
- Public holidays: Premium rate applies
- Cold storage allowance: If working in refrigerated or freezer environments

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 Quality and Accuracy

- Maintain high accuracy rates in picking and packing (99%+ target)
- Double-check orders before finalising
- Report any doubts or uncertainties immediately
- Take responsibility for order accuracy and quality
- Follow correct procedures for picking and packing
- Handle products with care to prevent damage

7.2 Productivity and Efficiency

- Work at consistent pace to meet productivity targets
- Minimise time wastage and stay focused on tasks
- Use efficient pick paths and packing methods
- Maintain productivity while ensuring accuracy
- Adapt to changing priorities and urgent orders
- Support team to achieve warehouse targets

7.3 Safety and Housekeeping

- Follow safe manual handling techniques at all times
- Wear required personal protective equipment
- Maintain clean and organised work areas
- Report hazards and safety concerns immediately
- Be aware of forklifts and mobile equipment in vicinity
- Dispose of waste and packaging correctly

7.4 Professionalism and Teamwork

- Arrive on time and ready to work for rostered shifts
- Notify supervisor of absence or lateness as early as possible
- Communicate clearly with supervisors and team members

- Support colleagues and assist when needed
- Accept feedback constructively and implement improvements
- Follow instructions and warehouse policies consistently

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter outlining availability and relevant experience
- Copies of any relevant certificates or qualifications
- Contact details for two referees
- Details of any physical restrictions or medical conditions

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone screening interview
- Face-to-face interview at the warehouse
- Practical skills assessment or paid trial shift
- Reference checks with previous employers
- 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: ____ / ____ / ____