

Warehouse Retail Support 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, retail 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	6
6. Award Information	6
7. Expected Behaviours	7
8. Application Process	7

1. Position Overview

1.1 Position Title

Warehouse Retail Support / Stockroom Assistant / Warehouse Assistant

1.2 Position Summary

A warehouse retail support worker is essential for efficient retail operations, handling the behind-the-scenes stock management that keeps stores running smoothly. This role involves receiving and processing deliveries, organizing stockroom and warehouse areas, picking orders for floor replenishment or click-and-collect, and operating equipment like pallet jacks and trolleys.

The position requires physical capability, attention to detail and commitment to safety procedures.

Warehouse retail support workers ensure efficient stock flow between receiving areas, storage locations and the sales floor, contributing directly to retail operations and customer satisfaction.

1.3 Reporting Structure

This position reports to:

- Store Manager
- Warehouse Supervisor / Operations Manager
- Inventory Manager
- Department Manager

1.4 Employment Type

This position may be offered as:

- Full-time permanent
- Part-time permanent
- Casual

2. Key Responsibilities

2.1 Receiving Deliveries

- Accept and process stock deliveries in a timely manner
- Check orders against delivery documentation for accuracy
- Identify and report discrepancies, damages or shortages
- Unpack merchandise and remove packaging materials safely
- Ensure received stock is correctly recorded in inventory systems
- Coordinate with suppliers and drivers regarding deliveries

2.2 Stock Organization

- Organize stockroom and warehouse areas systematically
- Maintain clear access paths and emergency exits
- Implement stock rotation using FIFO (first in, first out) principles
- Label and identify stock locations clearly
- Keep storage areas clean, tidy and organized
- Optimize space utilization for efficient storage

2.3 Order Picking and Replenishment

- Pick stock accurately for floor replenishment needs
- Process click-and-collect and online orders efficiently
- Use inventory management systems to locate stock
- Prepare items for transfer to the sales floor
- Coordinate with floor staff on replenishment priorities
- Ensure picked items match order requirements exactly

2.4 Equipment Operation

- Safely operate pallet jacks, trolleys and other warehouse equipment
- Conduct pre-use equipment checks and safety inspections
- Report equipment faults or maintenance needs promptly
- Follow correct procedures for equipment use and storage
- Use equipment within safe load limits and operational guidelines

2.5 Inventory Management

- Use inventory management systems and handheld scanners
- Participate in regular stock counts and cycle counts
- Report stock discrepancies and variances to management
- Maintain accurate records of stock movements
- Assist with stocktake preparation and execution

2.6 Safety and Compliance

- Follow workplace health and safety procedures at all times
- Use correct manual handling techniques to prevent injury
- Wear appropriate personal protective equipment (PPE)
- Identify and report safety hazards promptly
- Maintain a safe, organized work environment
- Participate in safety training and briefings

3. Required Skills and Attributes

3.1 Essential Skills

Physical Capability

Ability to lift, move and handle stock safely within prescribed limits (typically up to 20-25kg). Stamina for standing, walking, bending and physical work throughout shifts. Mobility for accessing storage areas and moving between locations.

Organizational Skills

Systematic approach to organizing stock and maintaining orderly storage areas. Ability to prioritize tasks and manage multiple responsibilities. Logical thinking for efficient stock placement and retrieval.

Attention to Detail

Accuracy in checking deliveries, picking orders and recording stock movements. Focus on quality and correctness in all tasks. Ability to identify discrepancies and errors.

Safety Awareness

Commitment to workplace safety and proper equipment use. Awareness of potential hazards and risks. Following protocols consistently and encouraging safe practices among colleagues.

Technical Aptitude

Basic computer literacy for using inventory systems and handheld scanners. Ability to learn new technology and software. Comfortable with digital record-keeping and data entry.

3.2 Personal Attributes

- Reliability and punctuality for rostered shifts
- Strong work ethic and self-motivation
- Efficiency focus and ability to work at pace
- Flexibility for varied shift times including early mornings
- Team-oriented mindset with ability to work independently
- Problem-solving ability for operational challenges
- Positive attitude and willingness to learn

4. Qualifications and Requirements

4.1 Required Qualifications

- Physical fitness and capability for manual handling work
- Ability to lift and move stock within safe limits
- Availability for required shift patterns (including early mornings)
- Eligibility to work in Australia
- Commitment to workplace safety procedures

4.2 Desirable Qualifications

- Previous warehouse, stockroom or logistics experience
- Certificate II in Warehousing Operations or Retail
- Experience with inventory management systems
- Forklift license or other equipment certifications (if required)
- Manual handling training or certification
- Experience with handheld scanners and stock systems

5. Working Conditions

5.1 Hours of Work

- Early morning shifts for receiving deliveries (may start 6am or earlier)
- Day shifts and occasional evening work as required
- Weekend work depending on delivery schedules
- Public holiday work as required
- Extended hours during peak periods and sales events
- Rostered shifts according to operational needs

5.2 Physical Requirements

- Lifting, carrying and moving stock (typically up to 20-25kg)
- Standing and walking for extended periods throughout shifts
- Bending, reaching, stretching and crouching to access stock
- Climbing ladders and working at heights (with safety equipment)
- Working in varying temperatures (may include cool rooms)
- Repetitive movements associated with stock handling

5.3 Work Environment

- Warehouse, stockroom and back-of-house retail environments
- Working with machinery and equipment (pallet jacks, trolleys)
- Noise from equipment and delivery vehicles
- Interaction with delivery drivers and suppliers
- Fast-paced environment requiring efficiency and focus

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 retail employees.

6.2 Classification Level

Warehouse retail support workers typically fall under Level 1-3 classifications:

- Level 1: New employees in first three months or those in training
- Level 2: Employees with basic stock management skills and experience
- Level 3: Employees with specialist knowledge or additional responsibilities

6.3 Entitlements

- Penalty rates for early morning, weekend and public holiday work
- Minimum shift lengths as per the award
- Break entitlements based on shift duration
- Leave entitlements as per the National Employment Standards
- Allowances for specific responsibilities (if applicable)

7. Expected Behaviours

7.1 Safety Focus

- Prioritize safety in all tasks and activities
- Use correct manual handling techniques consistently
- Wear appropriate personal protective equipment (PPE)
- Report hazards, near misses and incidents promptly
- Participate actively in safety training and initiatives
- Encourage safe practices among colleagues

7.2 Professional Conduct

- Be punctual and reliable for rostered shifts
- Follow company policies and procedures consistently
- Maintain accurate records and documentation
- Treat colleagues, suppliers and delivery drivers with respect
- Handle stock with care to minimize damage and loss
- Take pride in maintaining organized, efficient work areas

7.3 Teamwork and Communication

- Work cooperatively with warehouse and floor staff
- Communicate effectively about stock availability and issues
- Share knowledge and support new team members
- Coordinate with colleagues to achieve operational goals
- Contribute to a positive and productive team environment

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Resume/CV highlighting relevant experience
- Brief cover letter outlining suitability for the role
- Availability for work including early morning and weekend shifts
- Details of any relevant certifications or licenses

8.2 Selection Process

- Application review
- Interview with management
- Reference checks
- Pre-employment checks (may include medical assessment)

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: ____ / ____ / ____