

Warehouse Shift Supervisor 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 Shift Supervisor / Warehouse Team Leader / Shift Coordinator

1.2 Position Summary

The Warehouse Shift Supervisor is responsible for overseeing warehouse operations during assigned shifts, supervising warehouse staff, ensuring efficient workflow and maintaining safety and quality standards. This role combines hands-on warehouse work with team leadership, requiring both operational expertise and supervisory skills.

The position requires the ability to coordinate team activities, monitor performance, resolve operational issues and ensure compliance with warehouse procedures and safety requirements while maintaining productivity targets.

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)
- Permanent role with shift rotation
- May include rotating shifts (day/afternoon/night)

2. Key Responsibilities

2.1 Team Supervision

- Supervise and coordinate warehouse team members during allocated shifts
- Allocate tasks and monitor team performance throughout the shift
- Provide guidance, support and direction to warehouse staff
- Conduct shift briefings and communicate operational priorities
- Address performance issues and provide feedback to team members
- Ensure adequate staffing levels and coordinate break schedules
- Report staffing issues or concerns to warehouse management

2.2 Workflow Coordination

- Coordinate receiving, picking, packing and dispatch activities
- Prioritize orders and allocate resources to meet dispatch deadlines
- Monitor workflow and identify bottlenecks or inefficiencies
- Adjust staffing deployment to meet operational demands
- Ensure timely processing of inbound and outbound shipments
- Coordinate with other shifts and departments for smooth handovers

2.3 Performance Monitoring

- Monitor productivity levels and identify improvement opportunities
- Track key performance indicators (KPIs) for the shift
- Ensure accuracy in picking, packing and inventory processes
- Review and verify completed work for quality and compliance
- Investigate errors or discrepancies and implement corrective actions
- Maintain shift performance records and reports

2.4 Safety Compliance

- Enforce workplace health and safety policies and procedures
- Conduct safety checks and equipment inspections
- Ensure proper use of personal protective equipment (PPE)
- Identify and report safety hazards or incidents
- Investigate workplace incidents and complete incident reports
- Promote safety awareness and safe work practices among team members
- Ensure compliance with manual handling and forklift safety requirements

2.5 Staff Training

- Provide on-the-job training and support to new warehouse staff
- Train team members on warehouse procedures and systems
- Demonstrate proper equipment operation and safety practices
- Support skill development and cross-training within the team
- Assess competency and provide feedback on performance
- Identify training needs and report to management

2.6 Reporting

- Complete shift handover reports and documentation
- Report on shift performance, issues and achievements
- Maintain accurate records of work completed and time allocation

- Report equipment failures, maintenance needs or system issues
- Document incidents, accidents and near misses
- Provide input to operational reports and planning

2.7 Operational Support

- Participate in warehouse operations as required (picking, packing, loading)
- Operate warehouse equipment including forklifts and pallet jacks
- Assist with stock takes and inventory management
- Support continuous improvement initiatives
- Maintain warehouse organization and housekeeping standards

3. Required Skills and Attributes

3.1 Essential Skills

Leadership

Ability to lead, motivate and supervise a team effectively. Experience in coordinating work activities and managing diverse personalities. Capability to make decisions and take responsibility for shift outcomes.

Communication

Clear verbal and written communication skills. Ability to provide instructions, feedback and reports. Effective liaison between staff and management. Professional interpersonal skills.

Problem-Solving

Ability to identify and resolve operational issues quickly. Resourcefulness in adapting to changing circumstances. Sound judgment in addressing performance or safety concerns.

WMS Proficiency

Competent use of warehouse management systems (WMS) and inventory software. Basic computer skills for reporting and communication. Ability to navigate handheld scanning devices.

Physical Fitness

Physical capability for warehouse work including standing, walking and manual handling. Ability to operate warehouse equipment safely. Stamina for full shift duration.

Time Management

Ability to prioritize tasks and manage multiple activities simultaneously. Planning skills to coordinate workflow effectively. Meeting deadlines and productivity targets.

3.2 Personal Attributes

- Strong work ethic and lead-by-example approach
- Professional and mature attitude
- Reliability and punctuality
- Attention to detail and accuracy
- Safety-conscious mindset

- Flexibility to work varied shifts
- Positive and solution-focused attitude
- Commitment to continuous improvement

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Current forklift licence (LF or LO class)
- Minimum 2-3 years warehouse operations experience
- Previous supervisory or team leadership experience
- Ability to work rotating shifts including weekends and public holidays

4.2 Desirable Qualifications

- Certificate III or IV in Warehousing Operations
- Certificate IV in Logistics or Supply Chain Management
- Working at Heights certification (if applicable)
- First Aid certificate
- Experience with warehouse management systems (WMS)
- Lean or continuous improvement training

4.3 Experience

Candidates should have demonstrated experience in warehouse operations with proven leadership capabilities. Experience in supervising teams, coordinating workflow and maintaining safety standards is essential. Familiarity with storage, picking, packing and dispatch processes in a distribution or warehousing environment is required.

5. Working Conditions

5.1 Hours of Work

- Full-time position with shift work including days, afternoons or nights
- May include rotating roster covering 24/7 operations
- Weekend and public holiday work required
- Typical shift duration of 8-10 hours
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Manual handling including lifting, carrying and moving stock (up to 25kg)

- Operating warehouse equipment including forklifts and pallet jacks
- Working in various warehouse conditions (temperature variations, noise)
- Climbing ladders or accessing elevated storage areas
- Bending, reaching and repetitive movements

5.3 Work Environment

- Warehouse environment with varying temperatures
- Exposure to noise from equipment and operations
- Fast-paced environment during peak periods
- Interaction with warehouse staff, drivers and management
- Use of personal protective equipment (PPE) as required
- May work in refrigerated or temperature-controlled areas

5.4 Uniform and Safety Equipment

- High-visibility clothing or uniform as provided
- Safety footwear (steel-capped boots) required
- Personal protective equipment (gloves, hearing protection, etc.) as required
- 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.

6.2 Classification Level

Warehouse Shift Supervisors are generally classified at Level 3 or Level 4 under the award, depending on the scope of responsibilities, size of team supervised and operational complexity.

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates and allowances for:

- Afternoon and night shift penalties
- Weekend work (Saturday and Sunday)
- Public holiday work
- Supervisory allowance for leading a team

- Forklift operation allowance (if applicable)

Refer to the Storage Services and Wholesale Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Lead by example in work ethic, safety and professionalism
- Treat all staff, colleagues and managers with respect and fairness
- Maintain confidentiality regarding business and personnel information
- Follow all company policies and procedures
- Arrive on time for shifts, ready to lead the team
- Notify management of absence or lateness as soon as possible

7.2 Leadership Standards

- Provide clear direction and support to team members
- Motivate and encourage positive performance
- Address performance issues promptly and fairly
- Foster a collaborative and respectful team environment
- Communicate effectively with staff and management
- Support staff development and skill building

7.3 Operational Excellence

- Maintain high standards of accuracy and quality
- Drive productivity while ensuring safety and quality
- Identify and implement improvements to workflows
- Ensure compliance with operational procedures
- Monitor and maintain warehouse organization and cleanliness

7.4 Safety Leadership

- Champion workplace health and safety at all times
- Intervene and correct unsafe behaviours or conditions
- Report all incidents, hazards and near misses
- Ensure team compliance with safety procedures and PPE requirements
- Participate in safety meetings and initiatives

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining warehouse and supervisory experience
- Cover letter addressing your leadership experience and suitability
- Copies of relevant certificates (forklift licence, qualifications, etc.)
- 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
- Practical assessment of warehouse and leadership skills
- Reference checks
- Pre-employment medical assessment and police check

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: ____ / ____ / ____