

# CS73 Warehouse Operator

## 1. Job role

| TCF sub-sector                   | Cross sector                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job role                         | CS73 Warehouse Operator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Job role description             | <p>Manages the receipt, storage, handling and dispatch of materials and finished goods within TCF manufacturing operations.</p> <p>In Australia's TCF manufacturing industry, the Warehouse Operator plays a critical role in ensuring efficient material flow across production and distribution activities. This includes handling raw materials, work-in-progress goods and finished products, maintaining inventory accuracy and supporting timely dispatch to customers.</p> <p>The role requires coordination with production, procurement and logistics teams to ensure materials are available when required and that goods are stored and transported safely and efficiently within a structured warehouse environment.</p> |
| Performance expectations         | <ul style="list-style-type: none"> <li>• Receiving and dispatching goods accurately and efficiently</li> <li>• Maintaining inventory accuracy and traceability</li> <li>• Ensuring correct storage and handling of materials</li> <li>• Operating warehouse equipment safely</li> <li>• Supporting timely production supply and distribution</li> <li>• Minimising damage, loss and waste</li> <li>• Maintaining accurate records and documentation</li> <li>• Following WHS and operational procedures</li> </ul>                                                                                                                                                                                                                   |
| Specialisation                   | Forklift operation, inventory systems, dispatch coordination, materials handling systems, automated warehouse systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Application in other TCF sectors | <ul style="list-style-type: none"> <li>• Manufacturing and industrial warehousing</li> <li>• Retail and distribution centres</li> <li>• Logistics and freight operations</li> <li>• Construction materials handling</li> <li>• Food and process industry warehousing</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

## 2. Key tasks and critical work functions

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key tasks               | <ul style="list-style-type: none"> <li>• Receiving incoming goods and verifying documentation</li> <li>• Storing materials in designated locations</li> <li>• Picking and packing orders for production or dispatch</li> <li>• Operating forklifts and material handling equipment</li> <li>• Maintaining inventory records and stock counts</li> <li>• Preparing goods for shipment</li> <li>• Labelling and tracking materials</li> <li>• Maintaining warehouse cleanliness and organisation</li> </ul> |
| Critical work functions | <ul style="list-style-type: none"> <li>• Ensuring accurate inventory control and traceability</li> <li>• Supporting continuous supply to production operations</li> <li>• Preventing damage, loss and stock discrepancies</li> <li>• Maintaining efficient warehouse operations</li> </ul>                                                                                                                                                                                                                |

|  |                                                                                                                                                                                                                                  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>• Ensuring safe handling and storage of materials</li> <li>• Supporting timely order fulfilment and dispatch</li> <li>• Maintaining coordination with production and logistics</li> </ul> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 3. Technical skills

|                           |                                                                     |
|---------------------------|---------------------------------------------------------------------|
| Material handling         | Handling raw materials and finished goods safely                    |
| Inventory management      | Maintaining stock records and tracking systems                      |
| Forklift operation        | Operating forklifts and lifting equipment (licensed where required) |
| Warehouse systems         | Using inventory and warehouse management systems                    |
| Order picking and packing | Preparing materials and goods for dispatch                          |
| Documentation             | Completing delivery, dispatch and inventory records                 |
| Equipment operation       | Using scanners, pallet jacks and handling equipment                 |
| Safety procedures         | Applying safe work practices in warehouse environments              |

### 4. Generic Skills

|                     |                                                  |
|---------------------|--------------------------------------------------|
| Attention to detail | Ensuring accuracy in inventory and orders        |
| Problem solving     | Resolving stock and logistics issues             |
| Time management     | Meeting dispatch and supply deadlines            |
| Communication       | Coordinating with production and logistics teams |
| Teamwork            | Working effectively within warehouse teams       |
| Physical capability | Performing manual handling tasks safely          |
| Safety awareness    | Applying WHS practices consistently              |

### 5. Emerging skills

|                 |                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Emerging skills | <ul style="list-style-type: none"> <li>• Automated warehouse systems and robotics</li> <li>• Digital inventory tracking and RFID systems</li> <li>• Integration with ERP and supply chain systems</li> <li>• Data-driven logistics optimisation</li> <li>• Sustainable packaging and waste reduction</li> <li>• Advanced materials handling technologies</li> </ul> |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 6. VET Qualifications and Skill Sets

|                         |                                                                   |
|-------------------------|-------------------------------------------------------------------|
| Entry-level preparation | TLI20421 Certificate II in Supply Chain Operations or equivalent  |
| Advanced development    | TLI30325 Certificate III in Supply Chain Operations or equivalent |

### 7. Job progression

|                          |                                                                                                          |
|--------------------------|----------------------------------------------------------------------------------------------------------|
| Possible job progression | Warehouse Assistant → Warehouse Operator → Senior Operator<br>→ Warehouse Supervisor → Logistics Manager |
|--------------------------|----------------------------------------------------------------------------------------------------------|

## 8. Classification

|                                                                   |                                  |
|-------------------------------------------------------------------|----------------------------------|
| Australian Qualifications Framework                               | Level 2-3                        |
| Australian Bureau of Statistics (ABS)<br>Skill Levels             | Skill Level 4-5                  |
| Open Source Classification of<br>Occupations for Australia (OSCA) | Warehouse Operator / Storeperson |



Skills Insight is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations.