



Job Profile

Receiving Clerk

Job Details

Job Title	Receiving Clerk
Historic Job Title	Shipping and Receiving Clerk
Date Reviewed	2025-06-30
Location	Graaff-Reinet (Smalls Warehouse (WH03))

Position in Organisation

Structural Unit	Supply Chain (Warehousing & Logistics)
Position Being Evaluated	Receiving Clerk
Direct Line Manager	Team Leader (Smalls Warehouse)
2nd Line Manager	Warehouse Manager (Finished Goods & Packaging)
Direct Subordinates	None

Position Description

Overall Purpose of the Job

To receive and dispatch stock in accordance with the agreed-upon Policies and Procedures.

Qualifications *(Formal Qualification Required)*

Minimum

- Grade 12 (NQF Level 4)

Ideal

- None

Legal *(e.g. Driver's License, etc.)*

Minimum

- None

Ideal

- Forklift License (Operate a Counter-Balanced Lift Truck)



Experience *(Minimum Experience Required and number of years)*

Minimum	Minimum time spent in job
General experience in a production or <i>FMCG</i> environment, preferably experience in the receiving and/or dispatching of stock	1 year

KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

KPA / Main Outputs and Responsibilities for this Position	Prepared Description	Weighting / Time Spent
Receiving	- Check the cleanliness and general condition of the stock before receiving stock - Check stock against the paperwork and validate the <i>Product Description, Quantities</i> and <i>Batch Numbers</i> - Ensure that <i>Delivery Notes</i> have been received in order to balance physical stock with Company documentation - Direct the Operator (Forklift) on the offloading of the truck - Scan products in, print labels and the <i>Product Identification Sheet</i> - Confirm the location with the Team Leader (Smalls Warehouse) and advise the Operator (Forklift) of the Warehouse location - Sign and make copies of the relevant documentation in order for payments to be processed - Check that stock has been correctly transferred for Internal Deliveries and validate <i>Batch Numbers</i> and <i>Quantities</i> - Notify the Team Leader (Smalls Warehouse) and Warehouse Manager (Finished Goods & Packaging) of any <i>Discrepancies, Variances</i> or any issues pertaining to the <i>Quality of Stock</i> - Maintain <i>Housekeeping, Hygiene and Safety Standards</i> whilst receiving stock - Once any <i>Discrepancies</i> have been resolved, the <i>Receiving Process</i> can be completed, and the stock safely stored	70%
Dispatching	- Check <i>Description, Quantities</i> and <i>Batch Numbers</i> against the <i>Transfer Order Work</i> - The work should be scanned out with the scanner, and the load shipped - Direct the Operator (Forklift) to the allocated bay for stock to be dispatched - Check the loading of stock and distribute evidence of stock loaded to the relevant role players - Check that the truck is sealed after all stock has been loaded	25%
Hygiene, Housekeeping and Occupational Health and Safety	- Adherence to <i>Occupational Health and Safety (OHS)</i> as well as <i>Food Safety Standards (FSSC 22000)</i> - Identify <i>Health and Safety Hazards</i> and implement corrective and preventative measures - Report hazards or risks to Management - Adhere to <i>Personal Hygiene Standards</i> - Keep the working area clean and tidy at all times. Assist with the cleaning of all areas when the factory is off for shutdown/maintenance	5%



Competencies (*Skills and Behaviour Attributes*)

Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.

Skills

- Operating the scanner
- Identification of variances or discrepancies
- Communication
- Computer literacy
- Operating the printer

Behavioural Attributes

- Accurate
- Attention to detail
- Team player
- Reliable
- Assertive

Knowledge

- Product knowledge
- Knowledge of *Batch Numbers*
- Understanding of *Receiving and Dispatching Policies and Procedures*
- Knowledge of *Pallet Configurations*
- Knowledge of *Warehouse Layout*

Special Requirements

- Incumbent must be physically able to lift heavy items
- Incumbent is required to work in Shifts, which include working over weekends, public holidays, night shifts and overtime
- The Employee can be required to perform additional tasks over and above the primary tasks for which he/she is employed.
- Duties will be based on your specific skills and capability level and in accordance with operational requirements.
- Operational requirements may require you to carry out work that is to be done without delay and outside of your normal working hours.



Participants

Input Participants	
Participant Name	Participant Designation
Francois Bokbaart	Shipping and Receiving Clerk
Tannith Rudolph	Warehouse Manager (Finished Goods & Packaging)

Completed By	
Name	Title
Henry Galloway	Human Resources Manager