

Position Description Template Pack

What a position description should cover. And what three of them look like in practice.

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PLEASE NOTE

This document is a general framework and checklist only. It does not constitute professional or legal advice. For tailored advice, contact Brookvale HR Solutions.

What a Position Description Should Cover

A position description is the first HR document many employers reach for when they need to hire, and the first document a candidate uses to decide if the role is right for them. When it is written well, it sets clear expectations before the employment relationship starts. This pack includes a blank template with section-by-section guidance, and three examples at the headline level. The examples show structure, not operational detail. That depth is where the professional gets involved.

SECTION 01

Blank PD Template

Title

The formal job title as it appears in the employment contract.

Reporting line

Who this role reports to directly, and any indirect reporting relationships.

Classification

Modern Award classification or level if applicable. Accuracy here prevents underpayment claims.

Purpose

Two to three sentences on why this role exists and what it is responsible for delivering.

Key responsibilities

Bullet the key accountabilities, typically five to eight for a non-executive role. Avoid operational detail that changes frequently.

Selection criteria

What the successful candidate must demonstrate. Separate essential from desirable.

Qualifications

Mandatory qualifications, licences, or certifications. Include "or equivalent experience" where appropriate.

Physical requirements

Lifting, standing, travel, shift work, or PPE requirements. Include only where the role has physical demands.

Delegations

Financial delegations, signing authority, or authority to engage contractors. Omit if the role has none.

SECTION 02

Example: Office Administrator

TITLE

Office Administrator

REPORTING LINE

Reports to the General Manager.

ROLE PURPOSE

Provides administrative, scheduling, and communication support across the business. Acts as the first point of contact for visitors and suppliers. Maintains office operations so that management can focus on client delivery.

KEY RESPONSIBILITIES

- Manage incoming calls, correspondence, and meeting scheduling.
- Maintain filing systems, personnel records, and supplier documentation.
- Coordinate office supply procurement and facilities management.
- Prepare reports, presentations, and correspondence on request.
- Support onboarding administration for new starters.

SELECTION CRITERIA

- Demonstrated experience in an administrative or coordination role.
- Strong written and verbal communication with a professional telephone manner.
- Proficient in Microsoft Office Suite and comfortable learning new systems.

SECTION 03

Example: Operations Manager

TITLE

Operations Manager

REPORTING LINE

Reports to the CEO or Managing Director.

ROLE PURPOSE

Leads day-to-day operational delivery across the business. Manages production, logistics, or service delivery depending on business type. Accountable for operational efficiency, cost control, and compliance.

KEY RESPONSIBILITIES

- Oversee daily operations across production, logistics, or service delivery functions.
- Manage the operational team including scheduling, performance, and development.
- Drive process improvement and operational efficiency initiatives.
- Manage supplier relationships and procurement in line with budget.
- Report on key operational metrics and implement corrective actions.

SELECTION CRITERIA

- Demonstrated experience leading operational teams in a relevant industry.
- Strong analytical and problem-solving skills with experience in process improvement.
- Ability to manage competing priorities and lead through periods of change.

SECTION 04

Example: Customer Service Representative

TITLE

Customer Service Representative

REPORTING LINE

Reports to the Customer Service Manager or Team Leader.

ROLE PURPOSE

Serves as the primary contact for customer enquiries, orders, and complaints. Maintains service standards and handles escalations in accordance with company policy. Supports customer retention and satisfaction across all interaction channels.

KEY RESPONSIBILITIES

- Respond to customer enquiries via phone, email, and in person within agreed response times.
- Process orders, returns, and exchanges accurately and in a timely manner.
- Escalate complaints and complex issues to the Team Leader or manager.
- Maintain accurate customer records in the CRM.
- Identify opportunities to improve the customer experience and report feedback.

SELECTION CRITERIA

- Demonstrated experience in a customer-facing service role.
- Strong communication skills and the ability to de-escalate difficult conversations.
- Comfortable working with CRM and ticketing systems.

The position description is the first contract you make with someone before they sign one.

NEXT STEP

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