

Stock Controller interview questions

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What to expect

Stock controller interviews usually combine a conversation about your systems experience with practical scenarios about accuracy and discrepancies. Employers want to see that you can move between the warehouse floor and the records without losing detail.

- **Process and systems:** Questions about how you receive stock, record movements and use a WMS or scanner.
- **Behavioural:** Questions asking for examples of when you found or fixed a stock discrepancy.
- **Scenario or judgement:** Questions putting you in a situation where records and physical stock do not match.
- **Safety and compliance:** Questions about WHS, forklift use and following warehouse procedures.
- **Client or team facing:** Questions about working with procurement, logistics or warehouse staff when stock issues arise.

Typically a phone screen with a recruiter or warehouse supervisor, then a face-to-face or site interview with the warehouse manager. You may be asked to walk through a recent stocktake or show how you would investigate a discrepancy on a WMS. Some employers include a short practical task using a scanner or a spreadsheet.

1. Walk me through how you receive a delivery from the truck to the shelf, including what you check and what you record.

Why they ask

This is a process question that shows whether your receiving habits protect inventory accuracy.

How to structure your answer

A walk-through: start with the delivery docket, then inspection, scanning, WMS entry, put-away, and final reconciliation. Name the system and the checks you make.

Example answer

"When a truck arrives, I check the delivery docket against the purchase order before unloading. I look for damage, short supply or extra cartons, and I note any issues on the docket before signing. Then I scan each item into the WMS, confirming quantity and location. Anything that does not match goes to a quarantine area with a discrepancy note. Once put-away is done, I reconcile the receipt in the system against the signed docket, so there is a clean record from gate to shelf."

2. Tell me about a time you found a significant stock discrepancy. What did you do?

Why they ask

Behavioural question. Employers want to see your investigation method and whether you fix causes, not just numbers.

How to structure your answer

STAR: situation, task, action, result. Focus on the steps you took to trace the error and what changed afterwards.

Example answer

"In a previous warehouse, our cycle count showed a fast-moving line missing. I traced the last scanner movements and found a put-away error where a pallet had been scanned to a neighbouring bay. I physically checked that bay, found the stock, and corrected the location. I also reviewed the

put-away process and asked the team to double-scan high-turn lines. The next month, location errors on that line dropped to zero."

3. A delivery arrives and the paperwork says 200 units, but you count 180. What do you do?

Why they ask

Scenario question. Tests judgement, communication and whether you follow procedure under pressure.

How to structure your answer

A judgement structure: stay calm, document, isolate, communicate, resolve. Explain who you tell and how you record it.

Example answer

"I would stop and recount before signing anything. If it is still short, I note the shortfall on the delivery docket and ask the driver to sign it. I record the discrepancy in the WMS and flag it to procurement and the warehouse supervisor immediately. I quarantine the received stock until the supplier confirms. I do not adjust the purchase order until I have a credit note or confirmation, so the records stay honest."

4. How do you keep your WMS data accurate during a busy dispatch period?

Why they ask

Technical and process question. Shows how you maintain accuracy when speed is high.

How to structure your answer

A practical structure: describe your routine, the checks you do, and how you prioritise. Mention scanner discipline and end-of-shift reconciliation.

Example answer

"I stick to scanning every movement as it happens, even when we are busy. I do a quick end-of-shift check of dispatch transactions against the pick list, and I chase any negative balances straight away. If I cannot resolve it, I leave a clear note for the next shift. I also keep high-turn locations tidy so scanners read barcodes first time. That prevents small errors from turning into a stocktake problem."

5. What do you know about WHS and forklift safety in a warehouse?

Why they ask

Safety question. Employers need to know you will follow rules and speak up.

How to structure your answer

A compliance structure: mention your licence, the key rules, and how you apply them. Keep it specific to stock control.

Example answer

"I hold a current LF forklift licence and I know the warehouse traffic rules. Before using a forklift, I check the pre-start log, look for pedestrians and keep to the marked routes. I wear high-vis and safety boots, and I never block fire exits or walkways with pallets. If I see an unsafe stack or a damaged rack, I report it. In stock control, safe placement also protects the stock from damage."

6. How do you work with procurement when you see stock levels that are too low or too high?

Why they ask

Client or team-facing question. Shows communication and commercial awareness.

How to structure your answer

A collaborative structure: describe how you raise the issue, what data you bring, and how you agree action.

Example answer

"I run a weekly report from the WMS showing lines below minimum and lines sitting over 90 days. I give procurement the numbers, the recent usage and any lead-time issues. We agree which lines to reorder and which to mark down or move. I keep the conversation factual and early, so they are not firefighting. That has helped avoid both stockouts and excess in the rack."