

Stock Controller Job Description Job AD

REPORTING TO: Operations Manager

DOTTED LINE TO: Finance

LOCATION: Kikuyu (Kenya HQ) | Full Time

JOB GRADE: JG3

Company Overview

Grounded is a women-run manufacturer of non-toxic cleaning products powered by Kenyan ingredients. Founded in 2017, we manufacture over 50 products to convert homes and businesses to the new clean.

At Grounded, we are committed to fostering an inclusive and diverse workplace where all employees feel valued, respected, and empowered to contribute their unique perspectives. Diversity, equity, and inclusion are fundamental values that drive innovation, creativity, and success.

Role Overview

The Stock Controller is Grounded's primary executor of day-to-day inventory accuracy. This role is the operational anchor of our inventory function — responsible for keeping the physical world and Zoho in sync, every day.

You will be on the floor: counting stock, issuing materials, investigating discrepancies, and ensuring that every movement in and out of the warehouse is documented correctly. You work closely with Production, BizOps, and Finance, and report operationally to the Operations Manager with a dotted line to Finance.

This is a hands-on, execution-focused role. Your job is to ensure the data is right, the physical stock matches the system, and nothing falls through the cracks. You are the last line of defence against inventory error.

What You'll Do

Leadership:

- Provide functional guidance and "best practice" training to other team members.
- Firmly enforces stock protocols across other departments and translates data into actionable business insights.

Daily Stock Control & Cycle Counts:

- Stock in raw and packaging materials
- Manage the Zoho Inventory System to ensure 100% real-time accuracy of all receipts, transfers, production, and disposals.
- Conduct daily cycle counts across raw materials, packaging, work-in-progress (WIP), and finished goods (F/G).
- Verify physical stock quantities against Zoho records and flag all discrepancies immediately.
- Issue the daily Stock Report by 9:00 AM, covering:
 - Stock levels
 - Stock movement
 - Inventory valuation
 - Slow-moving or obsolete stock
 - Any open discrepancies from the prior day
- Ensure stock availability to support production and sales demand.
- Investigate discrepancies at source: trace the root cause of any physical-versus-system variance and advise how the Zoho entry should be corrected.
- Request Finance conducts reconciliation of physical inventory with system records once variances are investigated and resolved.

Material Issuance

- Issue raw and packaging materials to Production in line with approved batch cards and SOPs.
- Issue finished goods (F/G) to BizOps for order fulfilment, with accurate documentation of each transfer.
- Ensure all issuances are captured in Zoho in real time — no movement without a system entry.
- Bundle items at various points in the production phase (Raw to WIP from batch sheets, and WIP to F/G)

Warehouse Transfers

- Own the warehouse transfer process end-to-end: document all transfers between locations in Zoho, ensuring accuracy and completeness.
- Ensure all transfers are signed-off by internal stakeholders and are accountable.
- Coordinate quarantine transfers with Quality and the Operations Manager as required.

Customer Returns

- Receive and inspect returned stock, documenting condition and quantity on receipt.
- Capture all customer returns in Zoho accurately and in a timely manner.
- Escalate damaged, expired, or disputed returns to the BizOps Senior Associate or Operations Manager.

Monthly Stocktake Execution

- Participate in and support wall-to-wall monthly stocktakes, including physical counting and data capture.
- Assist with post-count reconciliation under the direction of the Operations Manager.

System Accuracy & Data Entry

- Maintain 100% accuracy in Zoho for all stock movements: receipts, adjustments, transfers, issuances, and disposals.
- Follow all data entry standards and SOPs; escalate any system error or gap to the Operations Manager.
- Never adjust stock records without a documented physical verification and appropriate authorisation.

SOP Adherence & Compliance

- Follow all inventory SOPs, FIFO/FEFO protocols, and OHS standards at all times.
- Ensuring no unauthorized stock removals.
- Flag any SOP gap or process issue to the Operations Manager for resolution.
- Support internal and external audits by maintaining clean, accurate, and accessible records.

Inventory Optimization:

- Maintain optimal reorder points, safety stock levels, and maximum thresholds to prevent stockouts and overstocking.
- Identify slow-moving or obsolete inventory.
- Work with Procurement and Production teams to optimize inventory turnover, fast-moving products, slow-moving products, items close to stockout.

Procurement Coordination:

- Verify incoming goods against purchase orders and delivery notes. Ensuring smooth handover between Procurement and stores.

Projects & Continuous Improvement:

- Contribute to process improvements and system optimization.
- Help leverage use of data to drive continuous improvement in processes and outcomes.
- Participate in change management initiatives as the business evolves.

What You'll Need

Qualifications & Experience

- Diploma or Bachelor's Degree in Supply Chain, Business Administration, Accounting, or a related field.
- 1–3 years of experience in a stock control, warehouse, or inventory role.
- Hands-on experience with ERP or inventory management systems — Zoho experience strongly preferred.
- Experience working in an FMCG, manufacturing, or high-volume stock environment preferred.
- Solid working knowledge of spreadsheet software (Google Sheets or Excel).

Leadership Skills & Behaviours

- High personal integrity — you handle stock and data honestly and flag errors without being asked.
- Meticulous attention to detail: you notice when numbers don't add up and you follow through until they do.
- Physically active and comfortable working on the warehouse floor for extended periods.
- Calm and systematic under pressure — stocktake periods and audits don't rattle you.
- A clear communicator who escalates issues promptly rather than hoping they resolve themselves.
- Comfortable working cross-functionally with Production, BizOps, Finance, and Quality teams.

Functional Behaviours

- Proficiency in inventory and stock management.
- Advanced skills in ERP systems (Zoho Inventory) and Microsoft Excel.
- Mastery of "paper trail" auditing to investigate discrepancies between physical and system counts.
- Deep knowledge of OHS (Occupational Health and Safety) and warehouse racking safety.

What Success Looks Like

- Zoho is always right. Every stock movement is captured in real time — Finance, Production, and BizOps can trust the numbers without needing to verify physically.
- Discrepancies are short-lived. When a variance appears, you find the source, fix the entry, and escalate if it can't be resolved at your level — within 24 hours, every time.
- The warehouse flows cleanly. Materials reach Production and F/G reaches BizOps on time, with the paperwork done correctly.
- Audits are stress-free. Your records are clean, your documentation is complete, and there are no surprises during stocktakes or external audits.
- You are a reliable cross-functional partner. Production, BizOps, and Finance know they can count on you for accurate, timely information.

Why Join Grounded?

- Be part of a mission-driven, growing Kenyan company
- Support a fast growing ecommerce team

How to Apply

If this sounds like the role you've been building towards, we'd love to hear from you. Submit your CV, a brief cover letter and complete the questionnaire on our [Job Application Link](#).

In all aspects of our operations, from hiring and promotion to training and development, we are committed to creating an environment that promotes fairness, equality, and opportunity for all.

Apply at www.grounded.co.ke/careers or via our [Job Application Link](#).