



WAREHOUSE CLERK, CHIEF

CHARACTERISTICS OF WORK:

This is clerical work in maintaining records involving the receipt, storage, issuance, and shipment of various items and materials in a warehouse or storage facility. Incumbents are responsible for keeping a correct account of materials, supplies, and equipment received and disbursed; verifying receipt of shipments against bills of lading, invoices, or other records; attaching identifying information and shipping instructions to containers; posting weights and shipping charges; recording shortage and damage of supplies; and maintaining records and preparing reports on incoming and outgoing property. Other duties include procuring property and scheduling for shipment to and from the facility. Incumbents may also perform such duties as receiving visitors, receiving/forwarding incoming telephone calls, and incidental typing. The work is performed under the supervision of a Warehouse Manager or an administrative superior. Supervision may be exercised over Warehouse Clerks or subordinates within clerical classes.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Two (2) years of experience related to the described duties.

Substitution Statement:

Related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet

physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Color Vision: Ability to identify and distinguish colors

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; stoop, kneel, crouch, or bend, and reach with hands and arms. The incumbent is occasionally required to climb or balance.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Communication: Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state's agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger.

Knowledgeably refers issues to appropriate agency or other personnel. Answers incoming telephone calls and routes the calls to the appropriate extension for response to specific inquiries concerning the agency.

Storage Maintenance: Handles all stock in a warehouse or storage facility.

Receives, unpacks, sorts, and stores a variety of materials, supplies, and equipment to place items in the proper location. Assembles, packs, and arranges stored items to prepare for shipment and distribution. Provides support in the maintenance of the storage area to keep the area orderly and clean. Labels cases for shipment. Operates lifting and moving equipment. Arranges stock in a certain order or pattern according to policy and procedure. Logs and inspects shipments to report damages or shortages to the proper authority. Inspects outgoing shipments to ensure correctness of labels. Checks incoming and outgoing shipments to verify accuracy in number, brand, and size of each item. Determines the need for procuring property and schedules shipment of such property. Schedules shipments.

Records Keeping: Maintains accurate and complete stock records.

Maintains and compiles a record of disbursed materials, supplies, and equipment in accordance with agency policies and procedures. Takes inventory of stock on hand. Verifies stock against invoices, trade tickets, bills of lading, or purchase orders. Prepares claims to replace damaged stock and correct shortages. Logs claims, posts payment of claims, and prepares letters for delinquent claims to keep an accurate account of claims. Prepares freight bills to return merchandise to vendors. Checks and signs for shipments of supplies and equipment to verify receipt of merchandise. Prepares written descriptions of merchandise received in each shipment to record amount, color, size, grade, carrier, and shipping ticket number of merchandise. Prepares reports concerning the receipt, storage, issuance, and shipment of materials, supplies, or equipment to maintain complex records.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Maintains records and prepares paperwork involving the receipt, storage, issuance, and shipment of various items.
2. Maintains public relations.
3. Supervises the work of subordinates.
4. Directs distribution activities.
5. Prepares various daily, weekly, and/or monthly reports.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Prepares manifests and purchase orders to replenish stock.

Logs and inspects shipments to report damages or shortages to the proper authority.

Prepares claims to replace damaged stock and correct shortages.

Inspects outgoing shipments to ensure correctness of labels.

Checks incoming and outgoing shipments to verify accuracy in number, brand, and size of each item.

Logs claims, posts payment of claims, and prepares letters for delinquent claims to keep an accurate account of claims.

Prepares freight bills to return merchandise to vendors.

Checks and signs for shipments of supplies and equipment to verify receipt of merchandise.

Prepares written descriptions of merchandise received in each shipment to record amount, color, size, grade, carrier, and shipping ticket number of merchandise.

Determines the need for procuring property and schedules shipment of such property.

Prepares reports concerning the receipt, storage, issuance, and shipment of materials, supplies, or equipment to maintain complex records.

Interprets instructions to properly implement distribution of commodities to the public and other entities.

Serves public and determines nature of business so the appropriate course of action may be taken.

May supervise the work of subordinates.

Answers incoming telephone calls and routes the calls to the appropriate extension for response to specific inquiries concerning the agency.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.