



WAREHOUSE MANAGER I

CHARACTERISTICS OF WORK:

This is supervisory work involved in directing the maintenance of stock and of related records for a statewide warehouse or storage facility. The incumbent in this occupational class acts as an assistant to a warehouse manager in a statewide warehouse or storage facility, or assumes responsibility for a branch warehouse or storage facility through delegation of authority to subordinates. The incumbent in this occupational class directs employees involved in receiving, sorting, storing, issuing, and shipping various items or materials. The work includes inspecting the condition of materials, supplies, and/or equipment when received; maintaining complex records and preparing reports; and arranging for the shipment of items. Incumbent also makes analyses of stock on hand to determine the rate of use and the need for requisitioning new supplies; determines and coordinates the equitable distribution of stock; determines that items are correctly stocked and catalogued; and formulates stock handling procedures and trains subordinates in these procedures. The work is usually performed under the supervision of a Warehouse Manager or an employee of a higher occupational class. Supervision is exercised over warehouse clerks, laborers, and inmates assigned to the facility.

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:

A Bachelor's Degree from an accredited four-year college or university in a related field;

AND

Experience:

One (1) year of experience related to the described duties.

OR

Education:

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

AND

Experience:

Five (5) 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.

Far Acuity: Clarity of vision at 20 feet or more.

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.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

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

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 reach with hands and arms. The incumbent is frequently required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; climb or balance; and stoop, kneel, crouch, or bend. The incumbent is occasionally required to sit.

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.

Facility Management: Ensures proper receipt, storage, distribution, and issuance of items in a storage facility or warehouse.

Supervises those performing assigned tasks. Inspects storage facility or warehouse to ensure proper storage and distribution of stock. Supervises the maintenance, repair, and general custodial activities of the facility and its operating equipment. Assumes responsibility for the security of warehouse facilities. Ensures safety procedures are followed by all warehouse employees.

Inventory Management: Ensures the proper inventory needed to support the operations of the agency.

Verifies that items are stocked and catalogued in accordance with established policies and procedures. Directs the activities involved in receipt, storage, and inventorying of supplies. Determines work sequence and equipment needed, according to work order, shipping records, and experience. Analyzes supplies on hand to determine the rate of use and need to requisition new supplies. Receives and approves orders for shipment and directs warehouse personnel in filling orders and shipping supplies. Solves special problems concerning storage and shipment of supplies. Supervises the processing, compiling, and maintenance of stock controls, accounting records, and regular or special reports.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

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. Supervises the ordering, receipt, and/or shipment/distribution of warehouse supplies, materials, and equipment.
2. Provides training to warehouse personnel to ensure proper operation of warehouse equipment and adherence to agency policy.
3. Administers the performance appraisal system.

EXAMPLES OF WORK:

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

Supervises the receipt, unpacking, sorting, and storing of a wide variety of materials, supplies, and/or equipment in proper storage places.

Supervises the assembling, packing, and arranging of items for shipment or dispersal.

Directs the preparation of or prepares inventory records of all supplies on hand and estimates the need for replacement of items carried in stock.

Supervises the initiation of purchase orders or requisitions to replenish supplies and to acquire new stock.

Develops procedures and trains subordinates in verifying stock against invoices, trade tickets, bills of lading, or purchase orders.

Supervises and performs the processing, compiling, and maintenance of stock controls, accounting records, and regular or special reports.

Instructs subordinate personnel in the procedures and safeguards necessary for the proper shipping, storing, and handling of materials.

Performs various personnel functions, including, but not limited to, administration of the performance appraisal system and interviewing, recommending, and hiring new personnel.

Evaluates subordinate employees in accordance with agency policy.

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.