

CAREER GUIDE FOR WAREHOUSE DISTRIBUTION/STORAGE MANAGER

SOC Code: 11.3071.02

Pay Band(s): 4 and 5 ([Salary Structure](#))

Standard Occupational Description: Plan, direct, and coordinate the storage and distribution operations within an organization or the activities of organizations that are engaged in storing and distributing materials and products.

Warehouse Distribution/Storage Supervisor and Manager positions in the Commonwealth are assigned to the following Roles in the [Stores and Warehousing Operations Career Group](#):

[Warehouse Manager I](#)

[Warehouse Manager II](#)

While Warehouse Distribution/Storage Manager within the Commonwealth are all located within the Store and Warehousing Operations Career Group, individuals may want to pursue other opportunities within the Commonwealth depending upon individual training, education, knowledge, skills, abilities, and interests.

Other Career Group(s) that may be of interest are:

[Transportation Operations](#)

[Retail Operations](#)

[General Administration](#)

SKILLS, KNOWLEDGE, ABILITIES AND TASKS

(Technical and Functional Expertise)

Skills

Note: *The technical and functional skills listed below are based on general occupational qualifications for Warehouse Distribution/ Storage Managers commonly recognized by most employers. Typically, you will not be required to have all of the skills listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

1. Talking to others to convey information effectively.
2. Bringing others together and trying to reconcile differences.
3. Motivating, developing, and directing people as they work, identifying the best people for the job.
4. Understanding written sentences and paragraphs in work related documents.
5. Communicating effectively in writing as appropriate for the needs of the audience.
6. Adjusting actions in relation to others' actions.
7. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
8. Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
9. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

10. Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Knowledge

Note: *The technical and functional knowledge statements listed below are based on general occupational qualifications for Warehouse Distribution/ Storage Managers commonly recognized by most employers. Typically, you will not be required to have all of the knowledge listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

The Knowledge of:

1. Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
2. Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
3. Arithmetic, algebra, geometry, calculus, statistics, and their applications.
4. Principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
5. Raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
6. Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
7. Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
8. Economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
9. Design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Abilities

Note: *The technical and functional abilities listed below are based on general occupational qualifications for Warehouse Distribution/Storage Managers commonly recognized by most employers. Typically, you will not be required to have all of the abilities listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

The Ability to:

1. Listen to and understand information and ideas presented through spoken words and sentences.
2. Read and understand information and ideas presented in writing.
3. Communicate information and ideas in speaking so others will understand.
4. Communicate information and ideas in writing so others will understand.
5. Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
6. Add, subtract, multiply, or divide quickly and correctly.
7. speak clearly so others can understand you.
8. Choose the right mathematical methods or formulas to solve a problem.

9. Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
10. Apply general rules to specific problems to produce answers that make sense.

Tasks

Note: *The following is a list of sample tasks typically performed by Warehouse Distribution/Storage Managers. Employees in this occupation will not necessarily perform all of the tasks listed.*

1. Advise sales and billing departments of transportation charges for customers' accounts.
2. Arrange for necessary shipping documentation, and contact customs officials in order to effect release of shipments.
3. Arrange for storage facilities when required.
4. Confer with department heads to coordinate warehouse activities, such as production, sales, records control, and purchasing.
5. Develop and document standard and emergency operating procedures for receiving, handling, storing, shipping, or salvaging products or materials.
6. Evaluate freight costs and the inventory costs associated with transit times in order to ensure that costs are appropriate.
7. Examine invoices and shipping manifests for conformity to tariff and customs regulations.
8. Inspect physical conditions of warehouses, vehicle fleets and equipment, and order testing, maintenance, repair, or replacement as necessary.
9. Issue shipping instructions and provide routing information to ensure that delivery times and locations are coordinated.
10. Negotiate with carriers, warehouse operators and insurance company representatives for services and preferential rates.

INTERESTED?

Like people, occupations have traits or characteristics. These characteristics give important clues about the nature of the work and work environment, and give you an opportunity to match your own personal interests to a specific occupation. When you choose a job in an occupation that matches your own interests you have taken an important step in planning a successful and rewarding career.

The Warehouse Distribution/Storage Manager occupation has **Enterprising, Conventional** and **Realistic** characteristics.

Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

Generally this is not required for Warehouse Distribution/Storage Manager positions in state government. However for career advancement you may want to consider certification. For more information on becoming certified contact: Institute of Certified Professional Managers, James Madison University: <http://cob.jmu.edu/icpm/>

EDUCATIONAL, TRAINING, AND LEARNING OPPORTUNITIES

The Department of Labor provides the following information:

In industries such as retail trade or transportation, for instance, it is possible for individuals without a college degree to work their way up within the company and become managers. However, many companies prefer that their managers to have specialized backgrounds and, therefore, hire individuals who have been managers in other organizations.

Advancement may be accelerated by participation in training programs that impart a broader knowledge of company policy and operations. Managers also can help their careers by becoming familiar with the latest developments in management techniques at national or local training programs sponsored by various industry and trade associations.

For a variety of information educational programs contact:

- American Management Association, 1601 Broadway, 6th Floor, New York, NY 10019. Internet: <http://www.amanet.org>
- International Public Management Association for Human Resources, 1617 Duke St., Alexandria, VA 22314. Internet: <http://www.ipma-hr.org>
- National Management Association, 2210 Arbor Blvd., Dayton, OH 45439. Internet: <http://www.nma1.org>

COMMONWEALTH COMPETENCIES

Competencies are a set of identified behaviors, knowledge, skills, and abilities that directly and positively impact the success of employees and the organization. Competencies can be observed and measured. When consistently demonstrated, competencies make employees particularly effective in their work. Competencies help lay out a road map to career success. You can use the Commonwealth Competencies to help improve your individual performance by adopting behaviors that make high performing employees successful in their jobs. In this way, you can use the Commonwealth Competencies for your further professional development.

The Commonwealth Competencies are:

1. Technical and Functional Expertise
2. Understanding the Business
3. Achieving Results
4. Serving the Customer
5. Teamwork

- 6. Interpersonal and Communication Skills
- 7. Leadership and Personal Effectiveness

The above competencies may be applied to employees throughout the Commonwealth of Virginia. They can be rank-ordered by agencies and hiring managers to represent the needs of a specific job. The rank ordering will change depending upon the occupation, an organization's priorities, the actual job requirements, and the supervisor's preferences.

Career success is both about what you do (applying your technical knowledge, skills, and ability) and how you do it (the consistent behaviors you demonstrate and choose to use) while interacting and communicating with others. Hopefully, by studying the Commonwealth competencies, identifying your developmental opportunities, and working to refine your own competence, you can take charge of your career!

For additional information about the **Commonwealth Competencies** go to: http://jobs.state.va.us/cc_planningctr.htm. For the competencies, we first list the competencies and then define each. Finally, we list competency indicators; to describe what successful performance looks like.

COMMONWEALTH CAREER PATH

Career opportunities in the Commonwealth are not limited to moving “up” to the next highest role and pay band, changing positions, or to becoming a supervisor. That’s because most roles describe a broad group of occupationally related positions that perform a range of work that requires increased knowledge and skills. For that reason, Commonwealth roles describe the career paths within the same or higher-level role for the same or different Career Group. The broad salary range and the Commonwealth’s pay practices provide flexibility in recognizing career development and advancement. ([Salary Structure](#))

For example: **Warehouse Distribution/Storage Manager**

PAY BAND	PRACTITIONER ROLES

PAY BAND	MANAGER ROLES
4	Warehouse Manager I
5	Warehouse Manager II

Sample Career Path

Warehouse Manager I

The Warehouse Manager I role provides career tracks for managers of several operations within a warehouse that receives, stocks, selects and ships items throughout the state to those managing a specific warehouse.

Warehouse Manager II

The Warehouse Manager II role provides career tracks for managers of a statewide central warehouse that range from assistant managers to manager of the central warehouse. Employees manage a large and diverse staff, multiple distribution points, high dollar merchandise, and a wide range of customers that may include all state agencies, institutions, and political subdivisions and/or the general public.

ADDITIONAL OCCUPATIONAL INFORMATION CAN BE FOUND AT:

O*NET (Occupational Information Network)

http://online.onetcenter.org/gen_search_page

Virginia Employment Commission

<http://www.alex.vec.state.va.us/>

Career One Stop

<http://www.careeronestop.org/>

Virginia Career Resource Network <http://www.vacrn.net/>