

CAREER GUIDE FOR WAREHOUSE SUPERVISOR/MANAGER

SOC Code: 53-1021

Pay Band(s): 1,2,3,4 and 5 ([Salary Structure](#))

Standard Occupational Description: Supervise and coordinate the activities of helpers, laborers, or material movers.

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

[Stores and Warehouse Specialist III](#)

[Warehouse Manager I](#)

[Warehouse Manager II](#)

While Warehouse 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 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. Teaching others how to do something.
2. Motivating, developing, and directing people as they work, identifying the best people for the job.
3. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
4. Adjusting actions in relation to others' actions.
5. Talking to others to convey information effectively.
6. Using mathematics to solve problems.
7. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
8. Understanding written sentences and paragraphs in work related documents.
9. Being aware of others' reactions and understanding why they react as they do.
10. 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.

Knowledge

Note: The technical and functional knowledge statements listed below are based on general occupational qualifications for Warehouse 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. Raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
2. Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
3. Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
4. Arithmetic, algebra, geometry, calculus, statistics, and their applications.
5. Economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
6. Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Abilities

Note: The technical and functional abilities listed below are based on general occupational qualifications for Warehouse 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. Communicate information and ideas in speaking so others will understand.
2. Listen to and understand information and ideas presented through spoken words and sentences.
3. Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
4. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
5. Read and understand information and ideas presented in writing.
6. Speak clearly so others can understand you.
7. Communicate information and ideas in writing so others will understand.
8. Add, subtract, multiply, or divide quickly and correctly.
9. Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).

Tasks

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

1. Supervises and coordinates activities of workers performing assigned tasks.

2. Verifies materials loaded or unloaded against work order and schedules times of shipment and mode of transportation.
3. Inspects equipment for wear and completed work for conformance to standards.
4. Informs designated employee or department of items loaded, or reports loading deficiencies.
5. Resolves customer complaints.
6. Quotes prices to customers.
7. Inventories and orders supplies.
8. Examines freight to determine sequence of loading and equipment to determine compliance with specifications.
9. Records information, such as daily receipts, employee time and wage data, description of freight, and inspection results.
10. Determines work sequence and equipment needed, according to work order, shipping records, and experience.

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 Manager occupation has **Enterprising**, **Realistic** and **Conventional** 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.

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.

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.

LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

Generally this is not required for Warehouse Manager positions in state government.

EDUCATIONAL, TRAINING, AND LEARNING OPPORTUNITIES

Warehouse supervisors oversee the work of warehouse and related workers such as warehouse workers, stock clerks and order fillers. Warehouse worker supervisors are responsible for interviewing, hiring, and training employees, as well as for preparing work schedules and assigning workers to specific duties.

Warehouse worker supervisors and managers usually acquire knowledge of management principles and practices—an essential requirement for a supervisory or managerial position in

warehouse operations—through work experience. Many supervisors begin their careers on the warehouse floor as a stock clerk or warehouse worker. In these positions, they learn warehousing, shipping, receiving, safety standards, customer service, and the basic policies and procedures of the company.

The type and amount of training available to supervisors varies from organization to organization. Companies or government may have formal training programs for management trainees that include both classroom and on-site training.

Management trainees may work in one specific department while training on the job, or they may rotate through several departments to gain a well-rounded knowledge of the organization's operation. College graduates usually can enter management-training programs directly.

Although a degree is not required, it may be preferred for managerial positions.

The Commonwealth of Virginia has several large warehouses. Agencies with large warehouses are the Virginia Department of Alcoholic Beverage Control (ABC), Virginia Department of Transportation, Department of General Services, and several universities.

The Commonwealth of Virginia prefers warehouse managers to have a college education, but does not require it. Agencies, as the ABC, may have monies budgeted for the training of employees in warehouse related training or to help an employee take college courses.

Agencies provide their own on-the job- training. Example of training provided by the ABC includes internal rotation of acting assignments for those warehouse workers interested in supervision and management. Safety training to promote safe work practices is also provided.

The usual career path for ABC warehouse specialists is to start in the summer/after school program become wage employees and then classified warehouse workers and to supervisor/manager. More information on career opportunities at the ABC is provided at <http://www.abc.state.va.us>.

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 Manager**

PAY BAND	PRACTITIONER ROLES
3	Store & Warehouse Specialist III

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

Sample Career Path

Store and Warehouse Specialist III

The Store and Warehouse Specialist III role provides career tracks for storekeepers or warehouse specialists who perform expert level warehouse responsibilities or supervision of other store or warehouse workers. Employees serving as experts may be responsible for quality checks, reports, inventory control, resolving shipping, receiving, and distribution issues, or training others on use of specific equipment.

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/>